

Technical product information

Topic	New Flying Spur Hybrid - 12 volt battery draining during the charging of the high voltage battery
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2068627/5
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> power supply	functionality	
electrical power, electric system, data transfer -> battery management -> charging high-voltage battery	functionality -> defective function sequence	

Vehicle data

New Flying Spur Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG23GB	2022	E		*	*	*
ZG23GB	2023	E		*	*	*
ZG23GB	2024	E		*	*	*
ZG25GB	2023	E		*	*	*
ZG25GB	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

The 12 volt battery is draining during the charging of the high voltage battery

Technical background

Revision history - TPI 2068627/5

The requirement to replace the On Board Charger (AX4) has been removed - **DO NOT REPLACE ANY PARTS**

A software update is currently being developed and will be available within Quarter 2 - 2024, once available the software update will be communicated via the normal communication channels

Production change

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Measure

⚠ WARNING

This vehicle uses a high voltage system and **MUST** only be worked on by suitably qualified personnel

⚠ CAUTION

Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a high voltage system

QUESTION:

Is this a repeat visit for the same issue?

YES - Raise a DISS query and await feedback before conducting any further work, ensure a current ODIS log is attached

ⓘ NOTICE

NOTE TO PRODUCT SUPPORT ON RECEIPT OF A QUALIFYING DISS QUERY

Product Support must second the DISS query to the Electrical Senior Engineer and await feedback before responding to the retailer

NO - Conduct step 1

1) Referring to Rep.Gr 27 - Charge the 12 volt battery

- Erase all DTC's
- Return the vehicle to the customer

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 93 52

Damage code 00 40

Diagnosis time

Labour Operation Code 01 50 00 00

Time As per ODIS log (must not exceed 30 TU)

ⓘ NOTICE

Warranty claims for a road test will not be approved

Customer information

The 12 volt battery will start to drain if the high voltage battery has been fully charged and the charging cable is left connected to the vehicle