

Technical Service Bulletin

Topic	Bentayga W12 - Bentley dynamic ride system fault displayed in Driver Instrument Panel
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051553/2
Level	EH
Status	Released for publishing
Release date	Sep 28, 2020

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0021 - Battery management 2	P0A1F00: Battery Energy Control Module		Intermittent
0021 - Battery management 2	P0A9E00: Hybrid/EV Battery Temperature Sensor "A" Circuit High		Intermittent
0021 - Battery management 2	P0AC800: Hybrid/EV Battery Temperature Sensor "B" Circuit High		Intermittent
0021 - Battery management 2	P0ECA00: Hybrid/EV Battery Temperature Sensor System - Multiple Sensor Correlation		Intermittent
0021 - Battery management 2	P0A1F00: Battery Energy Control Module		static
0021 - Battery management 2	P0A9E00: Hybrid/EV Battery Temperature Sensor "A" Circuit High		static
0021 - Battery management 2	P0AC800: Hybrid/EV Battery Temperature Sensor "B" Circuit High		static
0021 - Battery management 2	P0ECA00: Hybrid/EV Battery Temperature Sensor System - Multiple Sensor Correlation		static

New customer code

Object of complaint	Complaint type	Position
chassis -> damping/suspension regulation -> roll compensation	functionality -> no function	
chassis -> level control system, pitch and roll compensation	functionality	
vehicle service -> vehicle diagnosis	control modules, services	

New workshop code

Object of complaint	Complaint type	Position
chassis -> operation, driving and brake regulation -> stabilizer bar decoupling control module	functionality -> faulty	

Vehicle data

Bentayga

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*

Chassis numbers

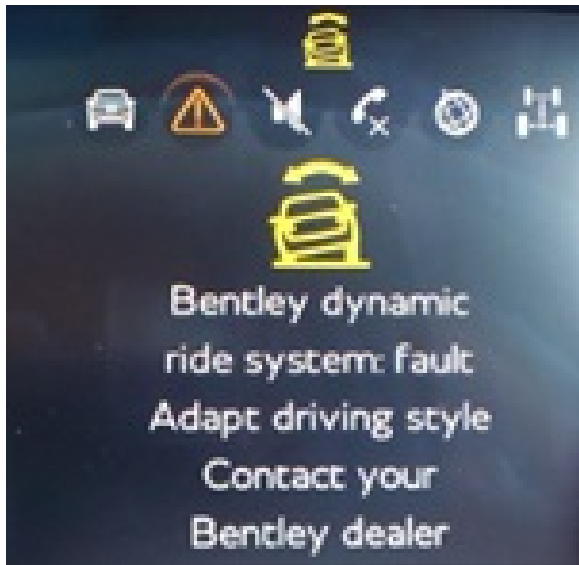
Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	C	016647	021273		

Documents

Document name
master.xml

Condition

Bentley dynamic ride system fault displayed in the Driver Instrument Panel.



Technical Background

Diagnostic Trouble Code/s (DTC's) stored in the Battery Energy Control Module 2 (Super capacitor) The following DTC's relating to Hybrid EV Battery Temp Sensor system faults can be logged either individually or combined - P0A1F00 - P0A9E00 – P0AC800 - P0ECA00

□

The Super capacitor part number must be checked, should the part numbers be as shown below and the symptoms/DTC's are as previously described please carry out the instructions within the Measure section of this TPI

Should the part number be different from the numbers shown below and the symptoms and/or the DTC's are not as previously described – Please raise a DISS query

- 4M0.915.169.C
- 4M0.915.169.D
- 4M0.915.169.E

Following a successful update, the part number will change to 4M0.915.169.F with Software version 114

Production Solution

All VIN's post SJAAF14V6JC021273 have the latest specification Super capacitor fitted

Service

1. Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure



Figure 1

2. Ensure the ignition key is located in the remote control key reader and switch on the ignition (see Figure 1)
3. Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket. NOTE: The process is Initiated via Bentley diagnostic tool (VAS 6150C or similar) using a hard wire connection to the vehicle OBD socket, Bluetooth connections should not be used
Your Bentley diagnostic tester must be loaded with Bentley Brand Diagnostic Data Version 2.24.7 or higher
4. From the diagnostic tool main desktop select Off board Diagnostic Information System _____
5. Select – Start diagnosis
6. Select – Model / Engine
7. Select guided fault finding to check and clear the vehicle of any fault codes. NOTE: At this stage when requested to make a Target/Actual comparison do not perform this action select NO

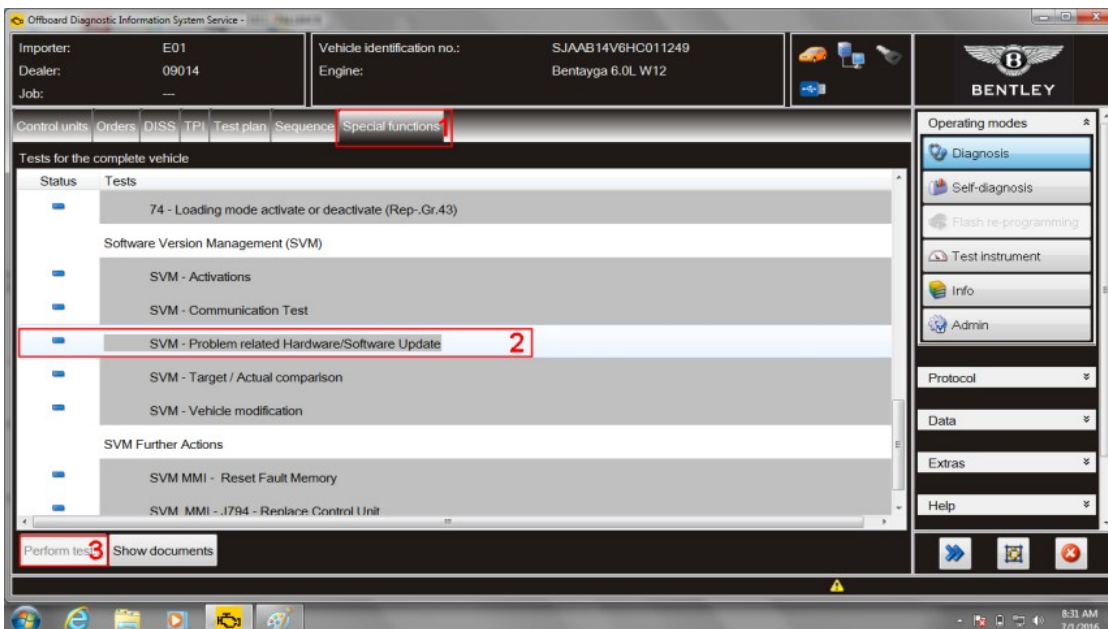


Figure 2

8. Referring to Figure 2, Select Special functions (1), Select SVM – Problem related Hardware/Software Update (2), Select Perform test (3)

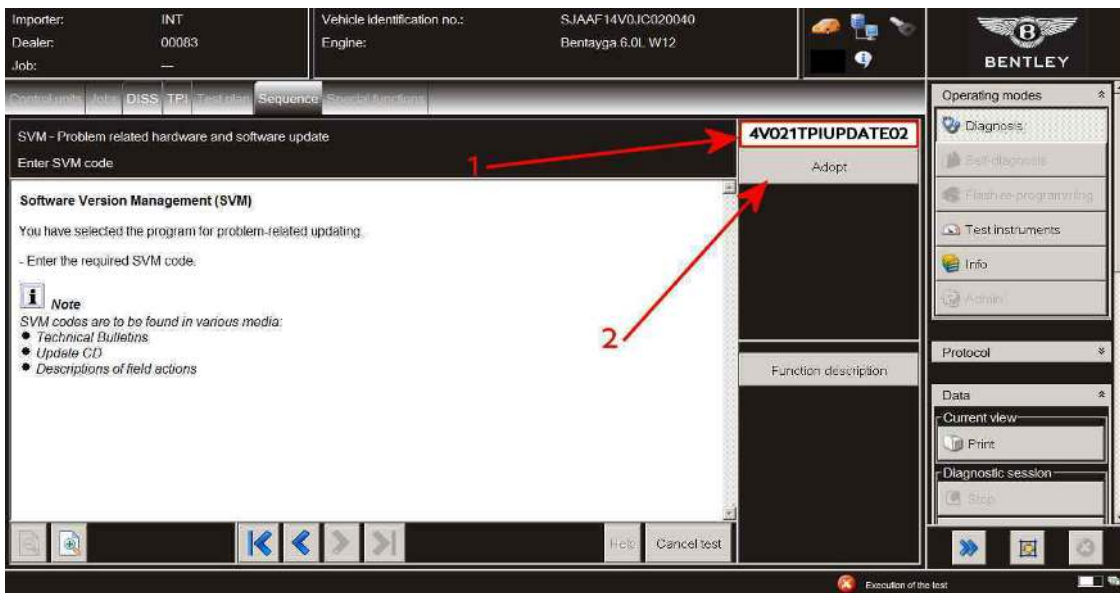
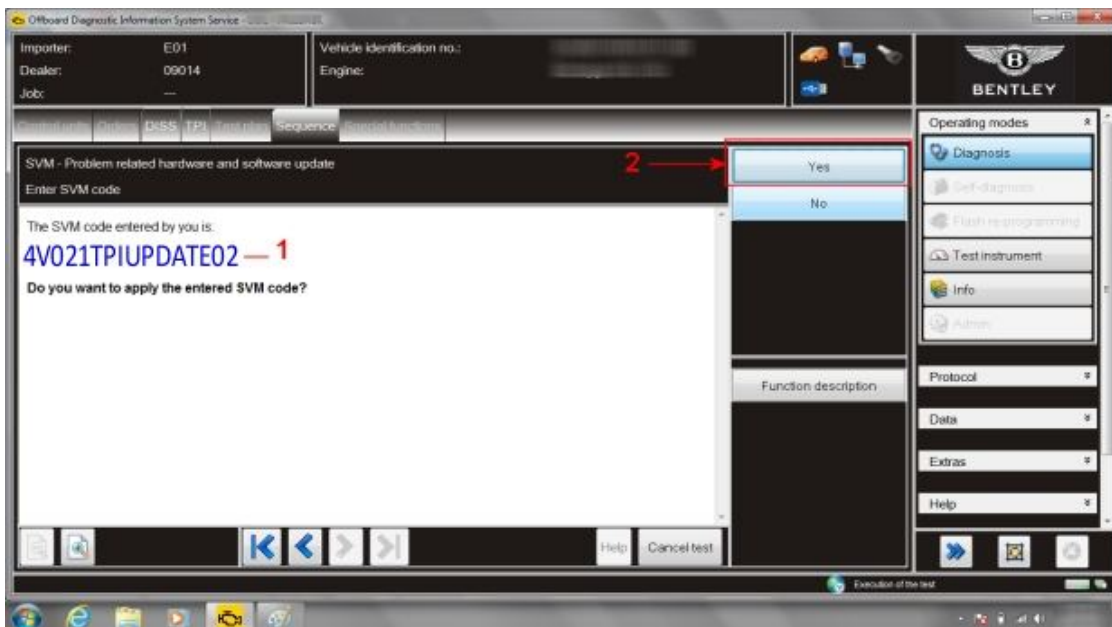


Figure 3

9. Referring to Figure 3, at the SVM screen (1) enter the specific SVM code 4V021TPIUPDATE02 and then select Adopt (2)



10. Referring to Figure 4, Check you have entered the correct SVM code (1) and select Yes (2)

11. When prompted enter your global user ID and password

12. Follow the on screen prompts to continue through the procedure, identification data will be transferred

13. Once software that requires changing is detected select Done/Continue - Follow all onscreen prompts, the online connection will deliver the required software to the tester

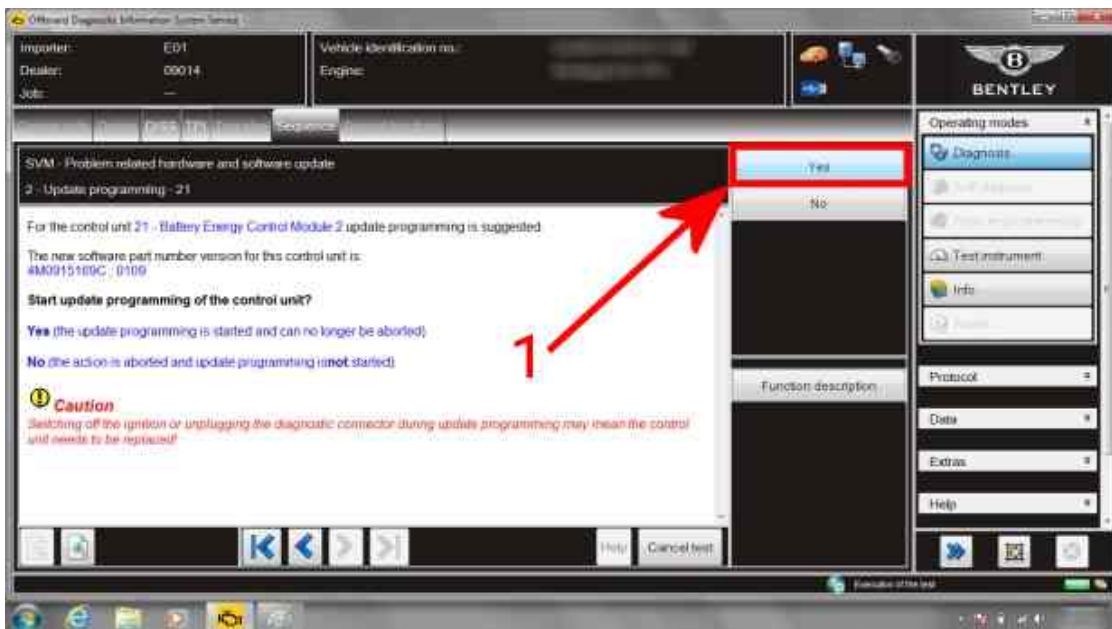


Figure 4

14. Select Yes at Update programming 21 to update 21 – Battery Energy Control Module 2 (see Figure 4 point 1)

15. During update a progress bar will be displayed

16. Once the battery energy control module 2 is updated an automatic SVM will take place

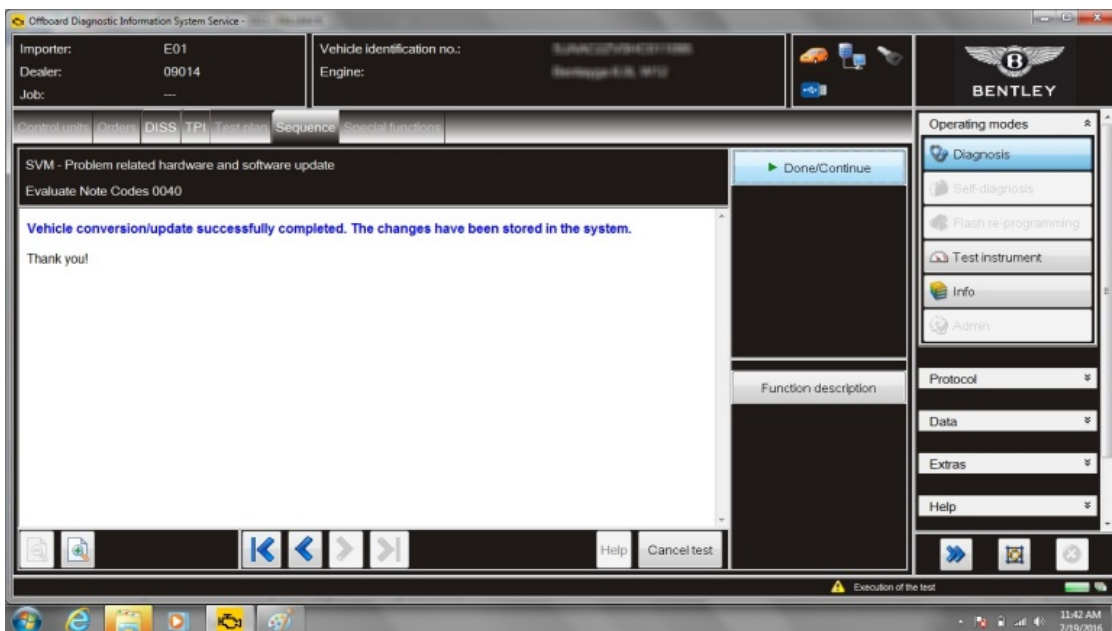


Figure 5

17. Select Done/Continue at successfully complete to finalise the update (see Figure 5)

18. Select Guided fault finding to check and clear the vehicle of any fault codes generated as a result of performing this campaign

- Make a Target/Actual comparison - Follow all on screen prompts

Warranty

Software update only

Warranty Type	110 or 910
Labour Operation Code	01 29 00 04
Damage Service Number	93 03
Damage Code	00 40
Time	40 TU