

Technical product information

Topic	Bentayga Hybrid - Unable to charge the high voltage battery or charging starts and then stops
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),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.	2066497/1
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
00C6 - High-voltage battery charger	P33EC00: External plug in charge socket A electrical error		static
00C6 - High-voltage battery charger	P31CB00: Immediate upload button Stuck Closed		static
00C6 - High-voltage battery charger	P168F00: System malfunction		static
008C - Hybrid battery management	P0E5E00: Battery Charger Control Module Processor Performance		static

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

Bentayga Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2020	E		*	*	*
4V14F9	2021	E		*	*	*
4V14F9	2022	E		*	*	*

Documents

Document name
master.xml

Bentayga Hybrid - Unable to charge the high voltage battery or charging starts and then stops

Customer statement / workshop findings

Customer statement

- Unable to charge the high voltage battery, or charging starts and then stops

Workshop findings

The following DTC's are evident within the high voltage battery charger control module (Diagnostic address C6)

- P33EC00: External plug in charge socket A electrical error
- P31CB00: Immediate upload button Stuck Closed
- P168F00: System malfunction

And/or

The following DTC is evident within hybrid battery management control module (Diagnostic address 8C)

- P0E5E00: Battery charger control module processor performance

Technical background



VERY IMPORTANT: This vehicle uses a High voltage system and MUST only be worked on by suitably qualified personnel



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

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In the event the issue is as described within the Customer statement/Workshop findings section, refer to the instructions within the Measure section of this TPI

Production change

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Measure

1) Referring to Rep.Gr 93 - Carry out an Inspection and classification of the Hybrid battery unit AX1

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VERY IMPORTANT: In the event that the classification result of the battery is 'Normal' the operative should conduct the remaining steps of this TPI from step 2

However

If the classification result of the battery is either 'Danger' or 'Warning' then move the car to the quarantine area and raise a DISS immediately, the operative MUST NOT continue with any other work unless instructed via the open DISS query

2) To confirm the charging issue - Check the operation of the charging system using the customer's and the retailers charging equipment

3) Run a full diagnostic log and check if the DTC's within the Technical background section are evident

4) In the event the DTC's within the Technical background section are evident the operative should replace the On Board Charger (AX4) Refer to Rep.Gr 93 - Charging unit 1 for high voltage battery AX4 - To remove and refit

5) Re-check the operation of the Charging system

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In the event that there is a new charging complaint after the replacement of the On Board Charger (AX4) or different DTC's are logged, reference should also be made to other VIN applicable charging issue related TPI's where relevant

Warranty accounting instructions

Time to replace the Charging unit 1 for high voltage battery (AX4)

Warranty type 110 or 910

Damage service number 93 52

Damage code 00 40

Labour

Labour Operation Code 93 52 19 80

Time 170 TU

Time to De - energise the high voltage system

Labour

Labour Operation Code 93 10 00 00

Time 30 TU

Diagnosis time

Labour

Labour Operation Code 01 50 00 00

Time As per ODIS log (must not exceed 50 TU)

Parts information

Refer to the ETKA parts catalogue

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The high voltage coolant system Anti tamper lock for the high voltage coolant reservoir cap MUST always replaced as per the ETKA parts catalogue