

# Technical product information

|                 |                                                                                                                                                                                                                                                                                                                                          |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic           | Charging starts and stops when using a public charging unit                                                                                                                                                                                                                                                                              |
| Market area     | 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),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. | 2066502/2                                                                                                                                                                                                                                                                                                                                |
| Level           | EH                                                                                                                                                                                                                                                                                                                                       |
| Status          | Approval                                                                                                                                                                                                                                                                                                                                 |
| Release date    |                                                                                                                                                                                                                                                                                                                                          |

## Event memory entries

| Diagnostic address                  | Event memory entry                                                     | Fault type | Fault status |
|-------------------------------------|------------------------------------------------------------------------|------------|--------------|
| 00C6 - High-voltage battery charger | P33E800: Charge socket A, charge connector lock mechanical malfunction |            | 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     |             | *           | *            | *                |
| 4V14F9 | 2023 | E     |             | *           | *            | *                |

## New Flying Spur Hybrid

### Sales types

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

# Documents

| Document name              |
|----------------------------|
| <a href="#">master.xml</a> |

## Customer statement / workshop findings

### Customer statement

- When using a public charging unit to charge the high voltage battery, charging starts and is then interrupted/stops

### Workshop findings

The following DTC is also evident:

- P33E800: Charge socket A, charge connector lock mechanical malfunction – passive/sporadic

## 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**

Referring to Figure 1 - Whilst charging the high voltage battery at a public charging unit and the vehicle is unlocked the charge socket locking pin retracts. The unsupported weight of the cable results in the cable relaxing within the charge socket, the charging issue is evident when the vehicle is locked, this is due to the locating pin being unable to lock into place resulting in the charging process being interrupted



Figure 1



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



**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) Check the operation of the charging system using the customer's and the retailers own charging equipment
- 3) Run a full diagnostic log and check if the DTC within the Technical background section are evident



If DTC logged is as shown within the Technical background section, the issue is likely to have occurred when the customer has used a public charging unit and cable. The issue can occur after the vehicle is unlocked, the weight of the public charging unit cable being used prevents a pin lock re-activation of the cable if the vehicle is then locked

4) Clear all DTC's and check the operation of the Charging system

5) Advise the customer that when using Public charging equipment, the charge cable should be supported until pin lock has been activated



In the event that there is a new charging complaint with different DTC's logged, reference should also be made to other VIN applicable charging issue related TPI's where relevant