

Technical product information

Topic	Poor Engine Running Complaints (Misfires) Petrol Engines Only
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2051187/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> power development -> throttle response	functionality -> misfire	

New workshop code

Object of complaint	Complaint type	Position
engine -> operation, engine control -> engine control unit	functionality -> misfire	

Vehicle data

All Petrol Engine Variants

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
****	2000	E		*	*	*
****	2001	E		*	*	*
****	2002	E		*	*	*
****	2003	E		*	*	*
****	2004	E		*	*	*
****	2005	E		*	*	*
****	2006	E		*	*	*
****	2007	E		*	*	*
****	2008	E		*	*	*
****	2009	E		*	*	*
****	2010	E		*	*	*
****	2011	E		*	*	*
****	2012	E		*	*	*
****	2013	E		*	*	*
****	2014	E		*	*	*
****	2015	E		*	*	*
****	2016	E		*	*	*
****	2017	E		*	*	*
****	2018	E		*	*	*
****	2019	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Poor running or lack of power with possible engine warning light illuminated

Technical background

TPI to assist Retailers when diagnosing engine misfires

Production change

Measure

Confirm all current OTHER applicable TPIs and complaints have been completed relating to this issue.

Upload a new Off board Diagnostic Information System log to the online system

Check if vehicle has been modified in anyway. Ensure all DTCs have been fully tested (air leaks, purge faults, mixture faults).

Complete a battery health check using VAS 6161. Reference workshop manual Battery to – Test. Is there a fault with supply voltage? Is the battery in a serviceable state?

Carry out check on vehicle fluids: fuel, engine oil, coolant etc. Focus on correct levels, quality, look for any signs of contamination and check customer is using correct minimum fuel octane rating (refer to fuel flap label for correct minimum grade in your region). Check the customer is using the correct engine oil type if and when topping up engine oil level and where advised on the service schedule is using G17 fuel additive

Spark plugs; check for signs of oil or fuel wash, any damage to plug insulation and correct specification original parts used (check part number in ETKA).

Swap spark plugs, coils or injectors (if feasible) and see if fault follows.

Electrical integrity; for all relevant DTCs check the integrity of the system, including open circuits, response and range. This includes spark plugs, coils, injectors and ECU connection checks.

Please provide as much information as possible regarding the driving style and environmental conditions up to and at the time of the failure on the DISS query

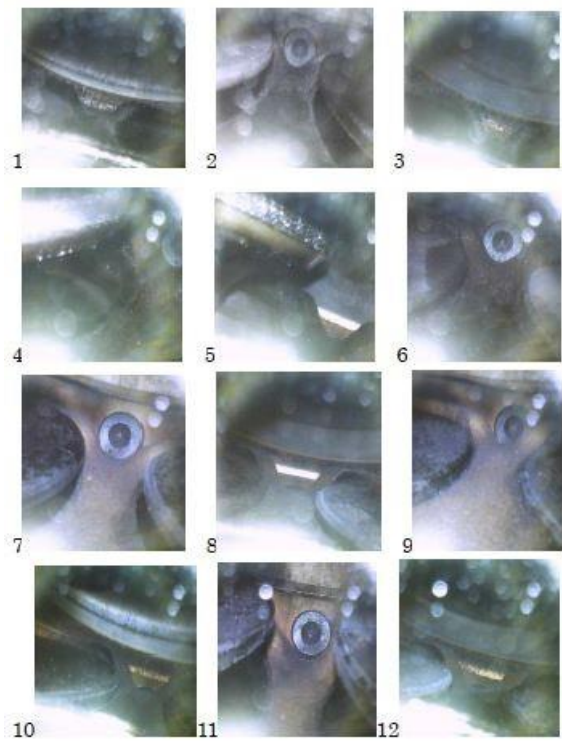
For any specific cylinders that are showing concerns please carry out a cylinder compression test, a cylinder leakage test and also inspect with a borescope. Provide good quality photographs of the top of the piston, the cylinder bore and valve area. Please also provide clear individual pictures showing spark plug condition, compression test or results and leak down test (mandatory on all DISS queries).

If a mechanical issue is suspected / confirmed then a FULL engine, all cylinders, compression and cylinder leakage data along with borescope images must be supplied.

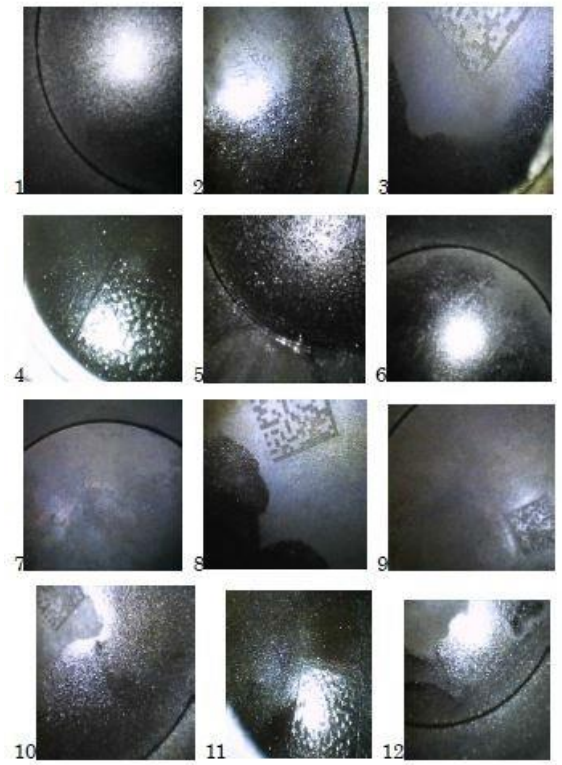
Graphic information accompanying your DISS submission must be of a least the quality shown in the following examples



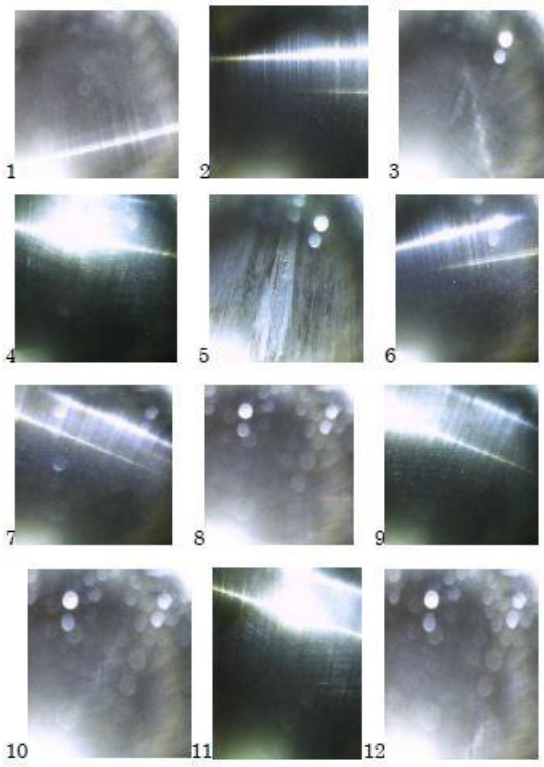
Individual spark plug detail



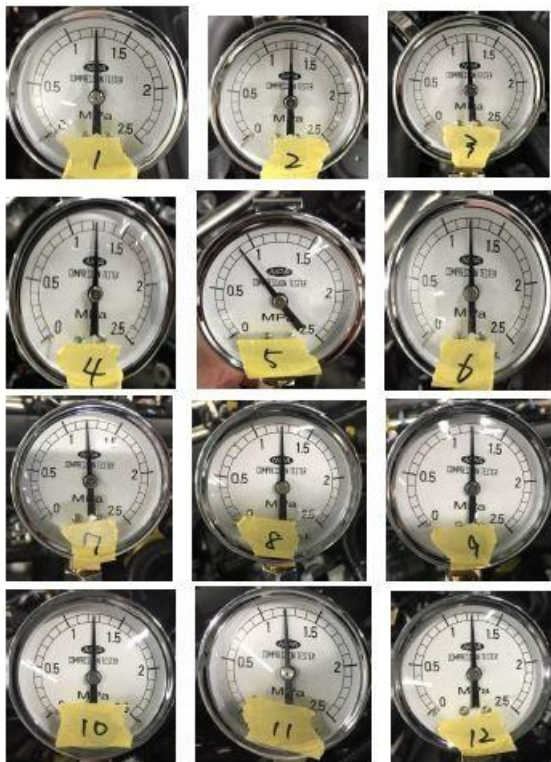
Valve peripheral each cylinder



Piston crown each cylinder



Cylinder bore each cylinder



Cylinder compression results



Cylinderleaktestresults