

# Technical Service Bulletin

<b>Topic</b>	Bentayga W12 - Misfire after start up in cold conditions
<b>Market area</b>	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2053424/2
<b>Level</b>	GH
<b>Status</b>	Released for publishing
<b>Release date</b>	May 17, 2019

## New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine running	functionality -> misfire	
engine -> engine operation -> engine running	functionality -> irregular	
engine -> engine operation	functionality	
engine -> engine operation	noises, vibrations	

## Vehicle data

### Bentayga W12

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14*	2017	E		*	*	*
4V14*	2018	E		*	*	*
4V14*	2019	E		*	*	*
4V14*	2020	E		*	*	*

## Documents

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

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## Condition

Misfire after start up in cold conditions (below 0° Celsius)

The misfire can cause a start/stop malfunction initially followed by an engine warning lamp illuminated within the Driver Information panel (DIP)

## Technical Background

Should the retailer receive a complaint which matches the above symptoms, follow all instructions within the Measure section of this TPI

## Production Solution

Not applicable

## Service

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**Misfires must be evident during an initial cold start (below 0° Celsius) Do Not perform any other methods of Diagnosis unless instructed - Refer to the onward instructions if the symptoms and criteria are as described**

1) Carry out a Guided Fault Finding (GFF) sweep of all control modules **IMPORTANT:** Save and attach the diagnostic log to the open DISS query

**NOTE:** The retailer should include as much information as possible within the DISS query relating to customer driving style/patterns regarding when the issue occurs for example - When the car is parked outside overnight the engine misfires on start up in temperatures below 0° Celsius

2) Clear all DTC's and attempt to replicate the customer concern in exactly the same conditions and temperature as the customer experienced the issue

**IMPORTANT:** Should the misfires still be evident Product support should advise the retailer to carry out the following onward steps

3) Carry out a second (GFF) sweep of all control modules – **IMPORTANT:** Save the diagnostic log to the open DISS query

**IMPORTANT: Prior to starting any work on the fuel system observe the following:**

Refer to Repair manual Rep.Gr 20 Fuel system - safety precautions and Repair manual Rep.Gr 20 Fuel system - safety precautions Fuel system - rules for cleanliness

4) Refer to Elsa pro Rep.Gr 20 Draining fuel tank - Take a 4 litre fuel sample directly from the tank ensuring the Fuel extraction unit VAS 5190A is empty and clean prior to starting the fuel extraction procedure **IMPORTANT:** Do not drain any fuel into the VAS 5190A unless it is empty and clean as the fuel must be transferred from the VAS 5190A unit into a brand new sealable fuel container (retailer should source the container locally)

**NOTE:** A brand new container must be used to eliminate cross contamination, the fuel sample should stay in the container until otherwise advised via DISS or by a regional sampling company, the sampling company may request the fuel sample or send another container to the retailer in which the fuel should be transferred and dispatched to the required location

5) Visually inspect all spark plugs and attach photographs of each spark plug **NOTE:** Ensure the photographs are clearly marked regarding which cylinder the spark plug was removed from

6) Perform a compression and leak down test on all 12 cylinders as per TPI 2051187/1 (Attach the results within the DISS query)

7) Remove the low pressure injectors - Refer to Repair manual Rep.Gr 24 attach photographs of each low pressure injector tip **NOTE:** Ensure the photographs are clearly marked regarding the cylinder position (1 through to 12)

8) Using a Boroscope, Attach photographs of the HIGH PRESSURE injectors Tips **NOTE:** Ensure the photographs are clearly marked regarding cylinder position (1 through to 12)

9) Retailer to ensure all requested information is provided on the open DISS query

## Required Parts and Tools

Retailer should not replace any parts unless instructed via the open DISS query