

Technical product information

Topic	Bentayga Auxilary/cabin heating not working as expected - W12 engine derivative only
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057865/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
air conditioning -> heating, cooling	functionality	
air conditioning -> heating system	functionality	
air conditioning -> stationary heating, stationary cooling -> auxiliary heater output	functionality -> without function / defect	

Vehicle data

Bentayga Fitted with Auxilary heater - W12 engine derivative

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*
4V14A9	2019	E		*	*	*
4V14A9	2020	E		*	*	*
4V14G9	2020	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

The auxiliary heating system and cabin heating system does not heat the cabin sufficiently

Technical background

Should the auxiliary and cabin heating system not be working to specification the checks within the Measure section should be considered

Try to reproduce the customer complaint so that it can be clearly assigned to this TPI

Production change

Not applicable

Measure

1) Referring to Figure 1 check the orientation of the auxiliary heater hoses NOTE: The hoses shown in Figure 1 are fitted/located correctly

For clarity Figure 1 shows the heater valve assembly removed from the vehicle NOTE: *The assembly should not be removed*

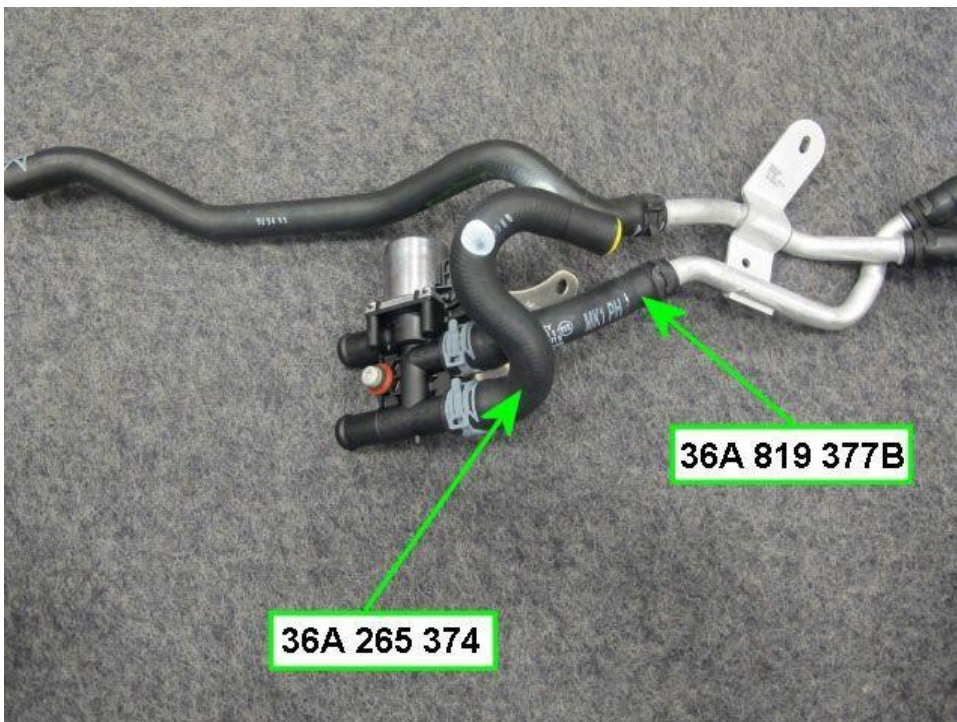


Figure 1

In the event the hoses are found to be incorrectly connected carry out the following instructions

IMPORTANT: Follow all instructions within this section in particular the draining and refilling of the cooling system

2) Drain the cooling system - Cooling system - To drain and fill – Rep.Gr 19

3) Remove the Primary expansion tank – Rep.Gr 19

4) Remove the mass air flow meter to turbocharger pipe (Bank 1) Refer to Rep.Gr 21

TIP: To make access easier to the hoses, slacken the two fixings shown in Figure 2 or remove the x2 fixings which secure the assembly to the front inner panel



Figure 2

5) Swap the hoses to the correct orientation as shown in Figure 1 NOTE: For this procedure ensure the clips are replaced

- Refit the Primary expansion tank – Rep.Gr 19
- Refit the mass air flow meter to turbocharger pipe (Bank 1) Refer to Rep.Gr 21
- Refit the Secondary air injection pump (bank 1) – Rep.Gr 26

6) Refill the coolant system – Refer to Rep.Gr 19

Warranty accounting instructions

Time to conduct rework (if required)

Warranty Type 910 or 110

Labour Operation Code 82 68 42 00 (Use 82 68 42 99 until 19/12/19)

Damage Service Number 8268

Damage Code 00 10

Time 160 Time units

Parts information

The following parts should be ordered in the event that rework is required

Part number	Description	Quantity
WHT 007 714	Spring band clamp 2	
JNV 862 564	Coolant	1