

Technical product information

Topic	Warning lamp for washer fluid level on (for no reason)
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2057935/2
Level	EH
Status	Released for publishing
Release date	03-Jul-2020

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> symbolic information indicators -> windscreen washer fluid level indicator	functionality -> activates without reason	
information, navigation, communication, entertainment -> symbolic information indicators -> windscreen washer fluid level indicator	functionality -> does not switch off	
body fixtures and fittings -> wiper/washer systems -> windscreen washer system tank	leaks -> leaking	

New workshop code

Object of complaint	Complaint type	Position
body fixtures and fittings -> wiper/washer systems -> wash/wipe system cleaner fluid	component / consumables -> missing	
body fixtures and fittings -> wiper/washer systems -> wash/wipe system cleaner fluid	component / consumables -> too little	
body fixtures and fittings -> wiper/washer systems -> wash/wipe system cleaner fluid	component / consumables -> wrong	

Vehicle data

Bentayga series

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement:

- The washer fluid low warning lamp in the dash insert is lit up although there is sufficient washer fluid in the reservoir.

Workshop findings:

- The customer statement can be reproduced.

Technical background

The conductivity of the washer fluid can be significantly lowered by the following factors. As a result, the water level switch of the washer fluid low warning lamp can be activated although the washer fluid reservoir is sufficiently full.

- Washer fluid additives which do not meet the following specification
- During winter conditions a solution of 30% isopropyl alcohol and 70% water should be used (or appropriate alternative). This washer fluid and water mixture will provide frost protection down to a temperature of approximately -10 degrees C (14 degrees F).*
- Frozen washer fluid.
- Distilled water.

Production change

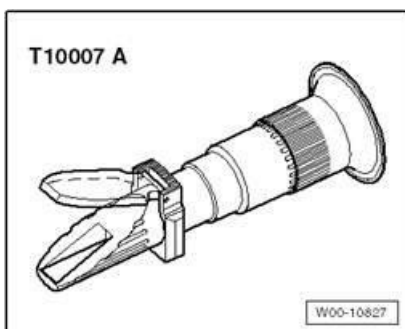
Not applicable

Measure

If possible, clean the electrodes of the water level switch with the cleaning solution D009401 04

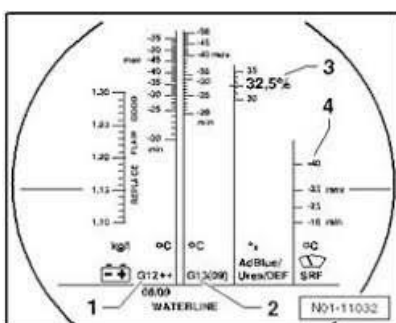
Check the freeze protection of the liquid and the washer fluid level and fill in the liquid:

- Refractometer -T10007 A-



Checking freeze protection of liquid:

- Put a drop of washer fluid with the pipette on the glass of the refractometer -T10007 A-. With the refractometer a light-dark border can be clearly recognised.
 - Determine the freeze protection of the washer fluid with the scale. To do this read the value on the light-dark border.
 - The scale -4- of the refractometer refers to the concentrated washer fluid percentage



- The freeze protection value of the washer fluid must be adjusted to the expected weather conditions.

Mixture ratio (guidelines):

During winter conditions a solution of 30% isopropyl alcohol and 70% water should be used (or appropriate alternative). This washer fluid and water mixture will provide frost protection down to a temperature of approximately -10 degrees C (14 degrees F).

Filling in liquid:

Check the level in the washer fluid reservoir and if necessary fill it to the edge in the correct mixture ratio.

- The concentrated washer fluid protects the nozzles, washer fluid reservoir and connecting hoses from freezing.
- All vehicles with fan jets must be filled with concentrated washer fluid, otherwise the jet system can get clogged up with crystallised fluid and the fanning effect of the jet becomes ineffective. The concentrated window cleaner with anti-freeze guarantees that the fan jets work even at low temperatures.

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Complaints because of wrong washer fluid additives, frozen washer fluid or wrong mixture ratio are not a fault in the sense of warranty and accounting is not permitted.

A groundless replacement of the fluid level sensor in the reservoir for the window washer system under warranty will be redebited.