

# Technical product information

<b>Topic</b>	Bentayga - Fuel Gauge - Symptom Based Guided Fault Finding
<b>Market area</b>	Russische Föderation (5RU),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),Korea, (South) E08 Bentley South Korea (6E08),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)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2060081/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument cluster, displays, display panels -> fuel level indicator	component / consumables -> damaged	

## New workshop code

Object of complaint	Complaint type	Position
engine -> fuel supply -> fuel level sender	functionality -> without function / defect	

# Vehicle data

## Bentayga

### Sales types

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

# Documents

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

## Customer statement / workshop findings

Fuel gauge does not change during a long journey or after refuelling the vehicle and does not show *full* after filling the fuel tank.  
No Diagnostic Trouble Code (DTC) stored in Convenience Control Unit for the customer complaint.

## Technical background

With a customer complaint of “Fuel gauge does not change after long journey or after refuelling and does not show *full* after filling the fuel tank” the Symptom-based Guided Fault Finding allows for optimised and specific analysis, this is recommended if no DTC is logged in the convenience control unit.

## Production change

Under investigation.

## Measure

Access the *symptom-based Guided Fault Finding* in ODIS as follows:

- Ensure a suitable battery charger is correctly connected to the vehicle electrical system for the duration of this procedure.
- Connect the Bentley approved diagnostic tool to the vehicle On Board Diagnostic (OBD) socket.
- Switch on the vehicle ignition.
- From the diagnostic tool main desktop select Off board Diagnostic Information System (ODIS).
- Select – “*Start diagnosis*”.
- Select – “*Model / Engine*”.
- Follow the on screen prompts and then select *Test plan* – figure 1.

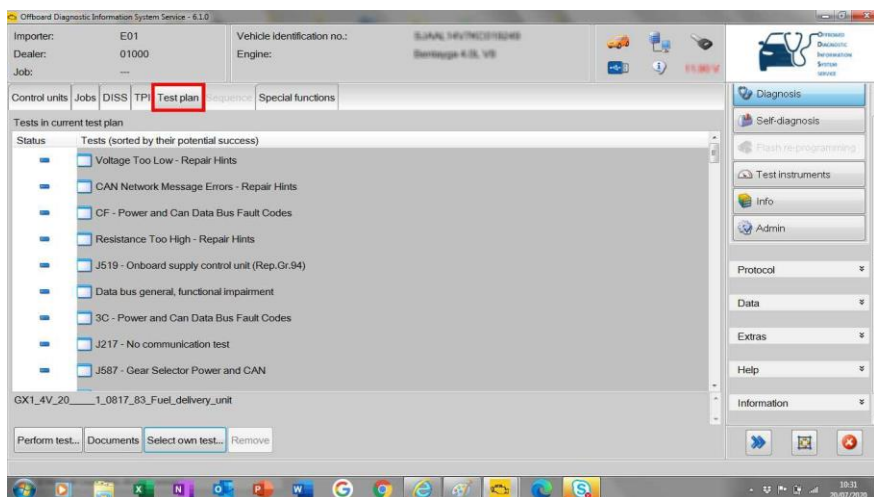


Figure 1.

- Select “*Select own test*” – figure 2.

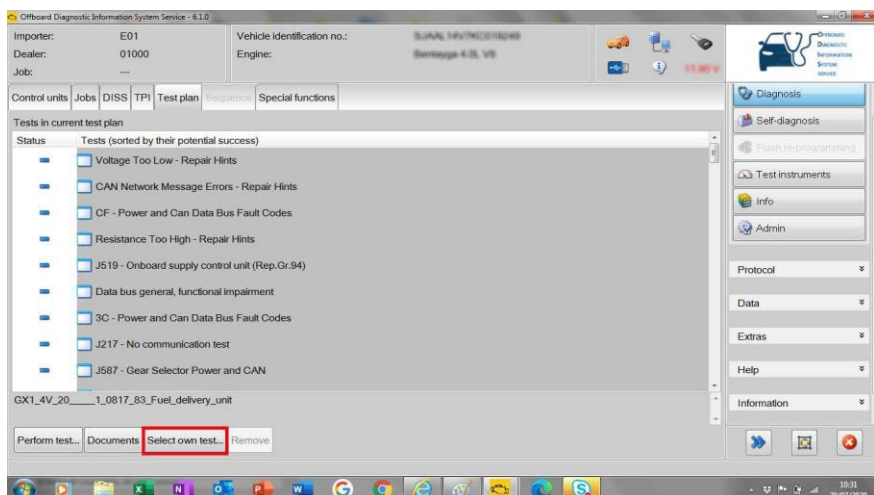


Figure 2.

- Select “*Body (Rep.-Gr.01,27,50-97)*” – figure 3.

- Select “Body Assembly (Rep.Gr.50-77)” – figure 3.
- Select “01 – “Self-Diagnostic capable system” – figure 3.

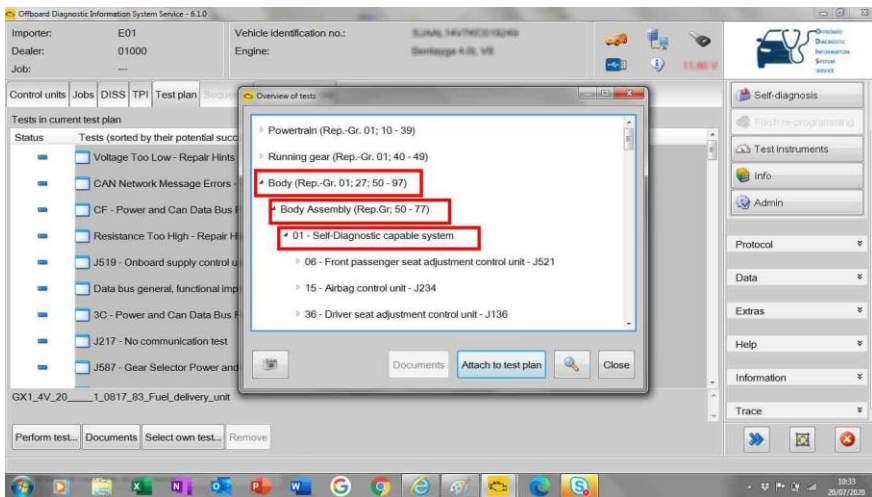


Figure 3.

- Select “46- Convenience system central control unit - J393” – figure 4.
- Select “46 - Technical product information” – figure 4.
- Select “J393 - Fuel gauge sender – symptom-based fault finding” – figure 4.

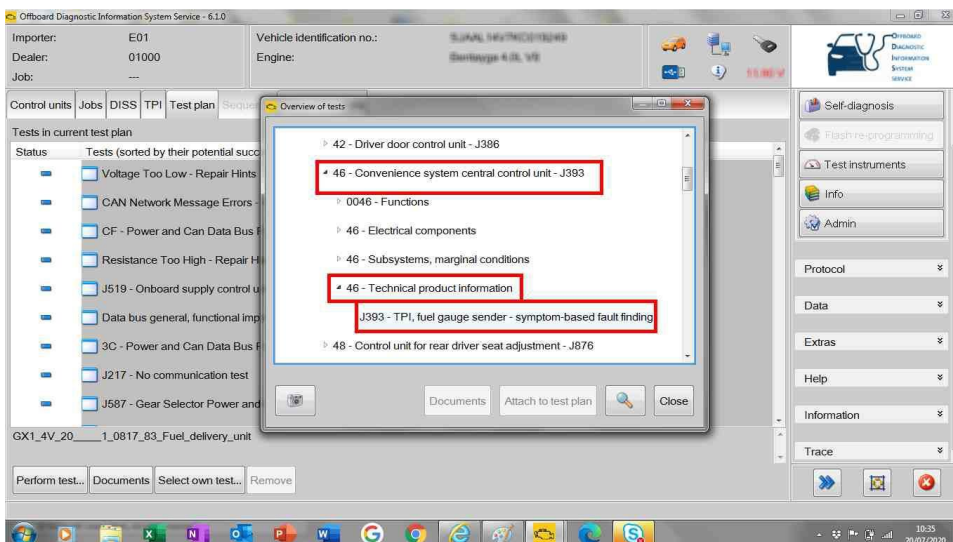


Figure 4.

Attach “J393 - Fuel gauge sender – symptom-based fault finding” to the Test Plan, the *symptom-based Guided Fault Finding* will suggest a series of tests to identify the concern.

### Warranty accounting instructions

Warranty type: 910 or 110

Service ID number: 5789

Damage type: 00 40

Labour operation code: 01 50 00 00

Time: Time taken from diagnostic log.