Technical product information

Topic	Bentayga - Fuel Gauge - Guided Fault Finding DTC's B103E1B and/or B10581B evident within address 0046
Market area	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)
Brand	Bentley
Transaction No.	2060081/2
Level	EH
Status	Approval
Release date	

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0046 - Comfort System Central Control Module	B103E1B: Fuel level sensor 1 Resistance too high		static
0046 - Comfort System Central Control Module	B10581B: Fuel level sensor 2 Resistance too high		static

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 - All Models

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		*	*	*
4V14C9	2018	E		*	*	*
4V14C9	2019	E		*	*	*
4V14C9	2020	E		*	*	*
4V14D9	2018	E		*	*	*
4V14D9	2019	E		*	*	*
4V14D9	2020	E		*	*	*
4V14D9	2021	E		*	*	*
4V14F9	2019	E		*	*	*
4V14F9	2020	E		*	*	*
4V14F9	2021	E		*	*	*
4V14G9	2020	E		*	*	*
4V14G9	2021	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement:

Fuel gauge does not change during a long journey or after refuelling the vehicle and does not show *full* after filling the fuel tank.

And/or

Workshop findings:

The following DTC's could be evident within diagnostic address 0046 – Comfort System Central Control Module

- B103E1B: Fuel level sensor 1 Resistance too high
- B10581B: Fuel level sensor 2 Resistance too high

Technical background

Refer to the Measure section of this TPI

Production change

Under investigation.

Measure

1) 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.

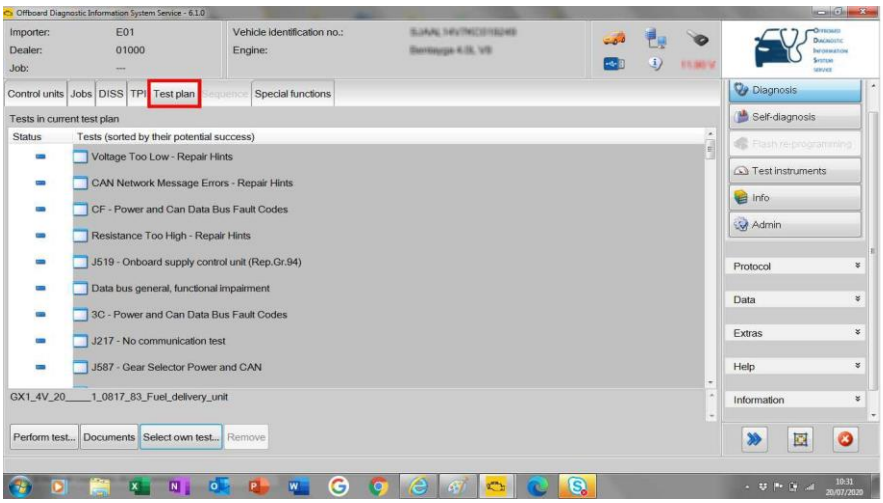

Figure 1

- *Select "Select own test"* – Figure 2.

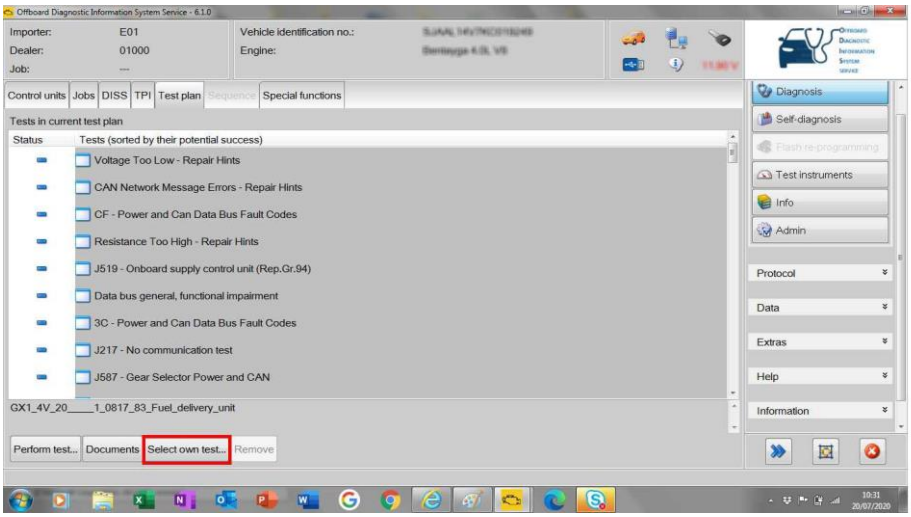

Figure 2

- 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.

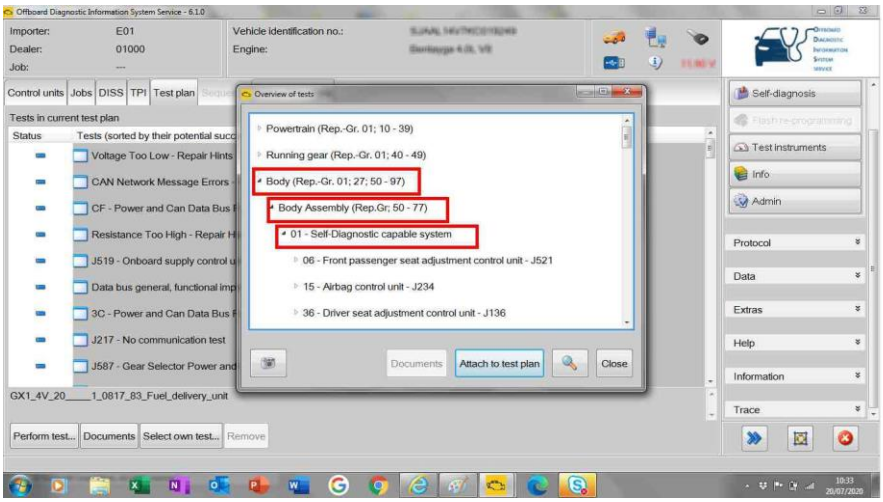

Figure 3

- 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.

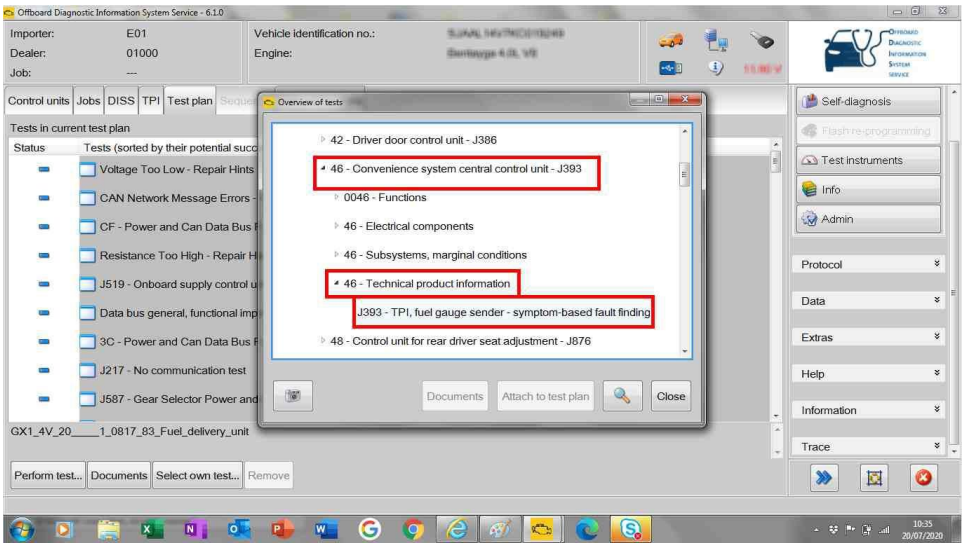

Figure 4

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.

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Should no issues be found, after conducting Step 1 to completion, the Operative should conduct the visual checks within Step 2

2) Referring to the applicable Rep.Gr - Gain access to the Fuel pump control module

- Referring to Figure 5 – Conduct a check of the wiring harness to confirm if any damage is evident

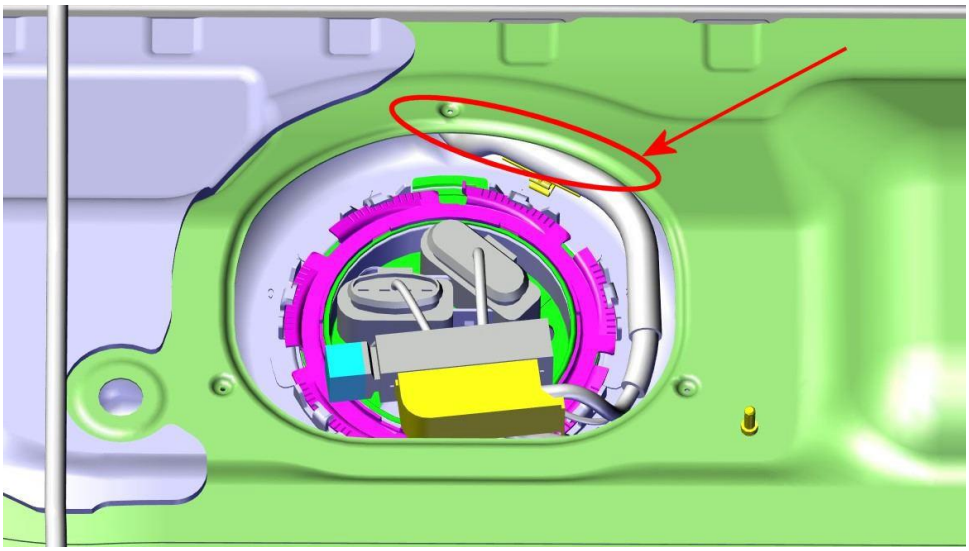

Figure 5

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Should any issues be found regarding wiring harness damage – The operative must raise a new DISS query or update the already existing query ensuring photographs of the issue and a description of the damage is included

Warranty accounting instructions

Diagnostic work

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 (Must not exceed 30 TU's)

Time to remove and refit the rear seats (4 seat)

Labour Operation Code 68 16 19 01

Time 190 TU

Time to remove and refit the rear seats (5 seat)

Labour Operation Code 72 48 20 05

Time 100 TU

Time to remove and refit the seat sill panel

Labour Operation Code 68 05 19 00

Time 20 TU

Time to remove and refit the boot side trim panel

Labour Operation Code 70 03 19 00

Time 40 TU