

Field campaign

Topic	Bentayga Hybrid - Left hand rear jacking block replacement and coolant pipe check (SC 21/38)
Market area	China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2064824/3
Campaign number	EC21
Note	
Type	
US code	

Vehicle data

Bentayga Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2021	E		*	*	*
4V14F9	2022	E		*	*	*
4V14F9	2023	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SJA	*	*	*	*	*	037638	039963		
SJA	*	*	*	*	*	011077	011177		

Documents

Document name
master.xml
sc2138vinlist.pdf

Notes

- [Repair instructions](#)

Technical background

Due to possible a clash condition between the high voltage system coolant pipe and the left hand rear jack block - Figure 1 (point A) the original left hand rear jack block must be replaced

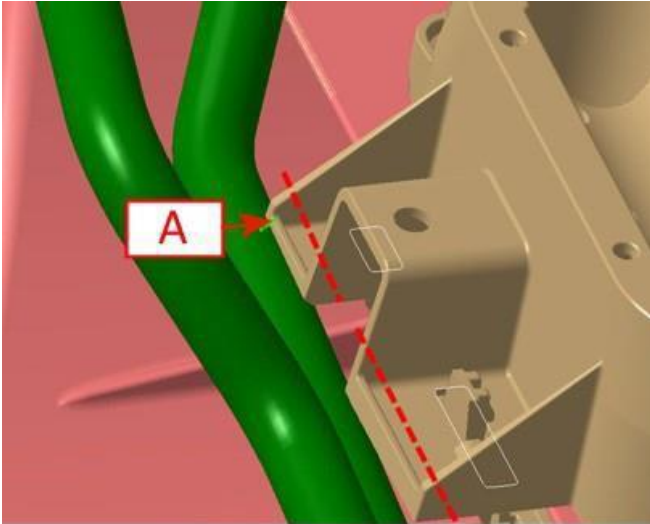


Figure 1

Figure 2 shows the clash condition looking from the underside towards the left hand rear jack block and pipe (circled)

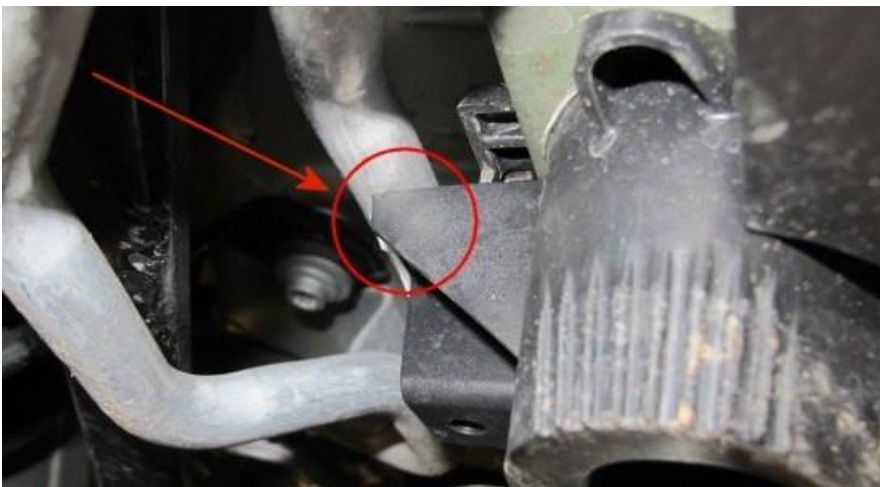


Figure 2

- Figure 3 shows the original jack block NOTE: The area (circled) shows excess material which can clash with the pipe

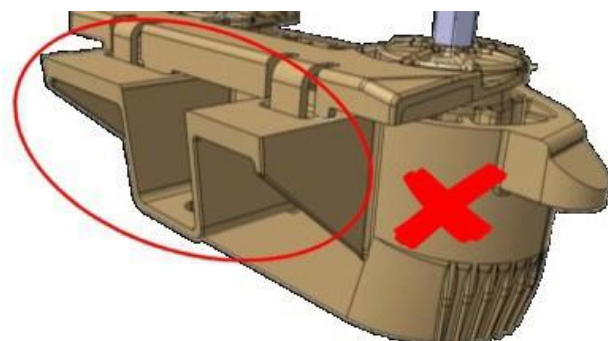


Figure 3

- Figure 4 shows the replacement jack block 4M0 802 847B



Figure 4

Remedy

- The left hand jack block requires replacement
- A visual inspection of the high voltage system coolant pipe (situated adjacent to the left hand jack block) is required

NOTE: Depending on the outcome of the inspection, the coolant pipe may require replacement (Refer the Work section)

Customer notification

Ensure the instructions within this service campaign are conducted at the nearest opportunity

Make a note of the required action on the workshop order before it is signed by the customer

If it is omitted to perform the work required during a workshop visit, the customer should be notified

You should also pass on this information to your new and used car sales departments to allow affected vehicles to be checked and repaired immediately

Warranty accounting instructions

Warranty type 710 or 790

Damage service number EC21

Damage code 00 66

Section 1 (All VIN's)

Labour

Labour operation code 68 91 41 00

Time 10 TU

Criteria 01

Section 2 only

Labour

Labour operation code 93 86 19 30 (Use 99 index until 11/11/21)

Time 220 TU (includes road test)

Genuine parts

All VIN's

Part number	Description	Quantity
4M0 802 847B	Left hand rear jacking block	1

The following parts should only be ordered in the event that the coolant pipe is required to be replaced as per the instructions within the Work section (Section 2)

Part number	Description	Quantity
4M0 122 175L	Left hand coolant pipe assembly	1
N906 869 01	Spring band clips	3
Refer to ETKA	Coolant	As required

5Q0 121 809A

Anti tamper lock for the high voltage coolant reservoir cap

1

Parts supply

The required replacement parts must be ordered from Bentley Motors Limited Crewe or through your regional Bentley parts distribution centre

Parts despatch control

Not applicable

Repair instructions

■ Notes

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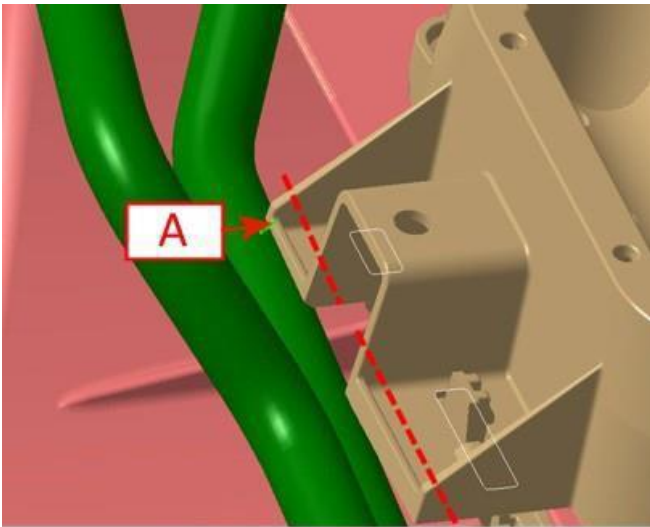


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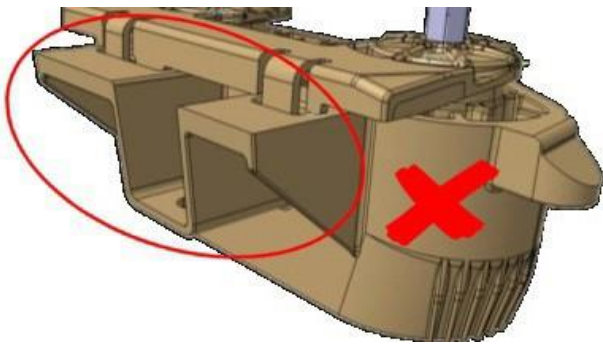


Figure 3

- Figure 4 shows the replacement jack block 4M0 802 847B



Figure 4

Check

If the vehicle is not already listed as repaired in the "Repair history" (in Elsa Pro) refer to the Identification section
Should neither be evident ("Repair history" or applicable paint marks) carry out the required work in accordance with these instructions

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All VIN's

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5Q0 121 809A	Anti tamper lock for the high voltage coolant reservoir cap	1

Work



- Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel
- Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system

[Section 1 - Left hand rear jacking block replacement and coolant pipe check](#)

1) Remove the left hand rear jack block assembly and fixings as shown in Figure 5

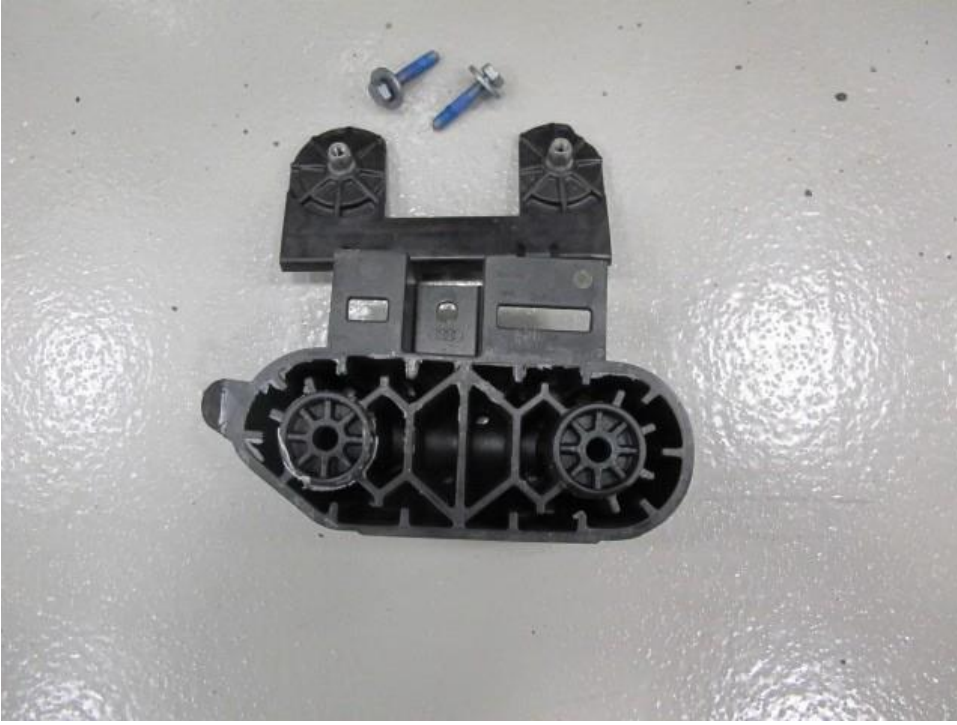


Figure 5

- Dispose of all parts as per all local environmental guidelines

3) Conduct a thorough inspection of the coolant pipe (Figure 6)

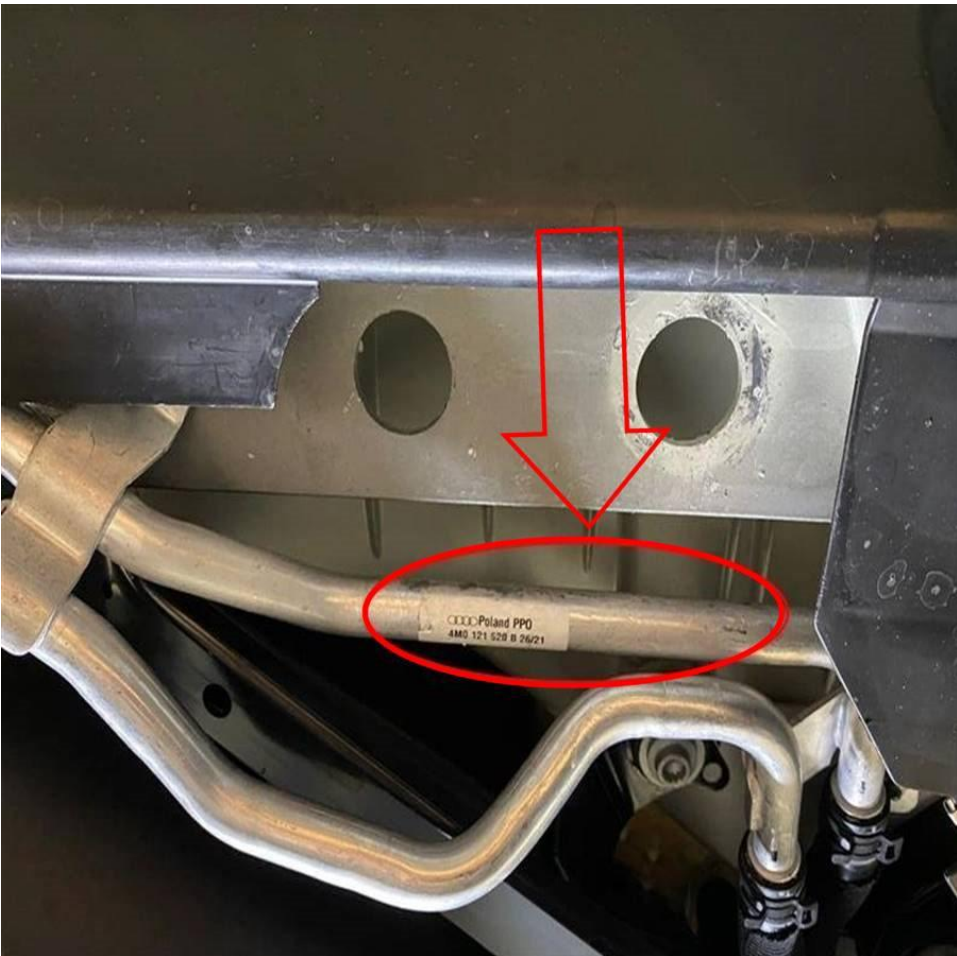


Figure 6

NOTE: In the event the coolant pipe has no signs of a clash condition

Or

Has very light scratches due to minimal contact between the jack block and coolant pipe (as shown in Figure 7 - Arrows) - No further action is required - Carry out Section 1 (step 4)



Figure 7



IMPORTANT: In the event the coolant pipe has signs of damage for example:

- Damage to the pipe is clearly visible
- The pipe is dented or distorted
- The pipe is worn/chaffed or has signs of rubbing

IMPORTANT: Should any of the afore mentioned issues be applicable the operative MUST conduct Section 2 to completion

VERY IMPORTANT: Should a coolant leak be evident, the operative MUST raise a technical DISS query and attach clear photos of the following:

- Coolant leak
- Condition of the pipe
- High voltage coolant level in reservoir
- Full ODISlog

IMPORTANT: Await feedback before conducting any further work

4) Should no issues be evident regarding the coolant pipe the operative must fit the replacement left hand jack block - 4M0 802 847B as per the applicable Maintenance chapter (Elsa Pro)

Section 2 - Coolant pipe replacement

- 1) Referring to the applicable Rep.Gr - Remove the left hand undersheets
- 2) Referring to Rep.Gr 19 - Drain the high voltage coolant circuit - Draining, filling and bleeding the high-voltage coolant circuit
- 3) Replace the coolant pipe assembly (Figure 8) noting the following:
 - Order and replace the clips (x3) shown at (Point A)
 - The clip shown at (Point B) is part of the assembly and therefore does not require ordering

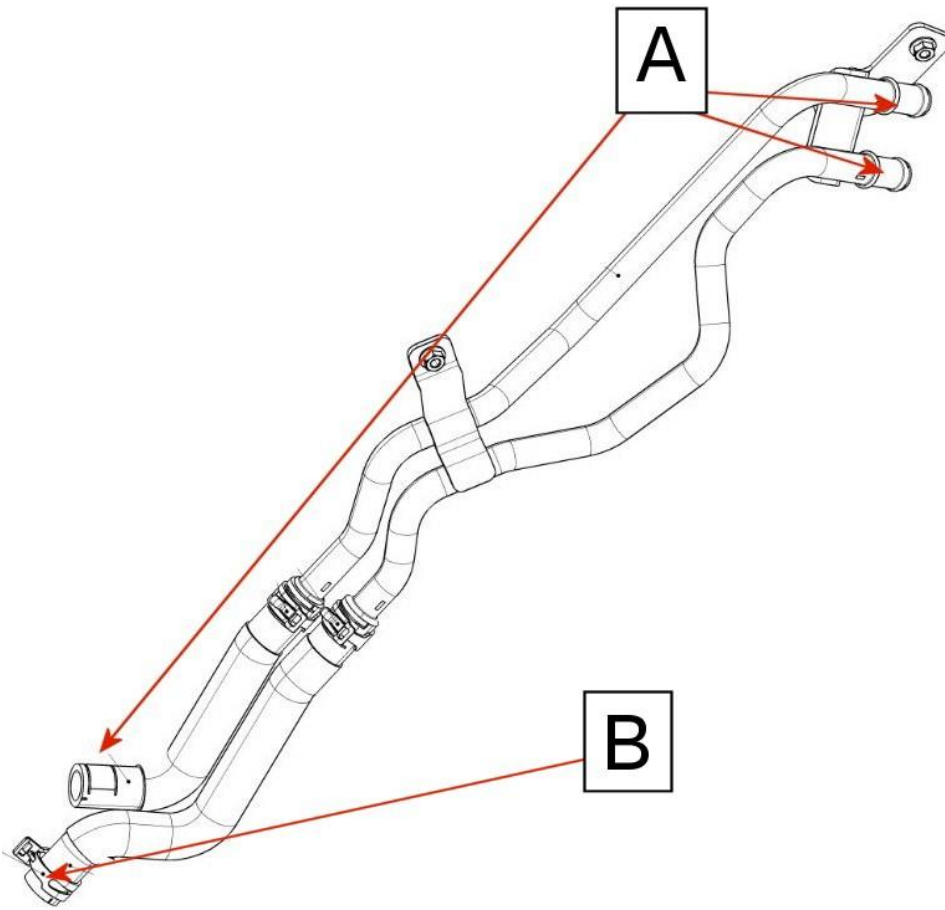


Figure 8

4) Referring to Rep.Gr 19- Fill the high voltage coolant circuit - Draining, filling and bleeding the high-voltage coolant circuit

- Fit a new Anti tamper lock to the high voltage coolant reservoir cap - Refer to Rep.Gr 19 - Draining, filling and bleeding the high-voltage coolant circuit

5) Fit the replacement left hand rear jack block 4M0 802 847B as per the applicable Maintenance chapter (Elsa Pro)

6) Conduct a short road test

- Check that no coolant leaks are evident
- Confirm the high voltage coolant level is correct
- **IMPORTANT:** Should a coolant leak be evident or the coolant level has dropped please raise a technical DISS query and await feedback before conducting any further work

Or

In the event that no issues are evident, raise a non technical DISS query confirming the coolant pipe assembly and the left hand jack block was successfully replaced, ensure a clear description of the issue(s) found with the original coolant pipe and clear photos of the issue(s) are attached

Identification

The fitment of the replacement left hand rear jack block (4M0 802 847B) confirms completion

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