

Technical product information

Topic	Water leaking from mechanical water pump - Low coolant level warning displayed - W12 TSI
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.	2065919/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> cooling system -> coolant	component / consumables -> too little	
engine -> cooling system	leaks	

Vehicle data

W12 Bentayga - New Continental GT/GTC - New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31BB	2018	E		*	*	*
3S31BB	2019	E		*	*	*
3S31BB	2020	E		*	*	*
3S41BB	2018	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*
4V14A9	2019	E		*	*	*
4V14A9	2020	E		*	*	*
4V14G9	2020	E		*	*	*
ZG21BB	2020	E		*	*	*

Documents

Document name
master.xml

Water leaking from mechanical water pump - Low coolant level warning displayed - W12 TSI

Customer statement / workshop findings

Workshop findings:

- Coolant leaking from the mechanical coolant pump

And/or

- Low coolant level warning displayed

Technical background

The operative MUST ensure the instructions within the Measure section are followed, the instructions differ slightly depending on the part number of the mechanical coolant pump (B or C suffix)

Production change

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The following part numbers are affected

- 07P 121 008B
- 07P 121 008C

NOTE: All replacement parts are to specification

Measure

1) Referring to Rep.Gr 19 - Pressure test the coolant system to confirm if a coolant leak is evident from the mechanical coolant pump

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In the event a coolant leak is evident the operative should continue with the remaining instructions from step 2

However

In the event a coolant leak is suspected but not proven after conducting the pressure test the operative should raise a DISS query and await feedback before conducting any further work

2) Check to confirm the part number of the mechanical coolant pump

If 07P 121 008B is fitted - Continue the repair as required and replace the mechanical coolant pump as per Rep.Gr 19, NOTE: For this scenario only (07P 121 008B fitted) No further feedback or confirmation is required

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Ensure all procedures within the Repair manual are followed including any alignments/calibrations which are required (Depending on vehicle specification)

However

If 07P 121 008C is fitted the operative should conduct the remaining instructions to completion

- The operative must raise a technical DISS query or respond via an already open DISS query and include the following:
- Photo of the defective mechanical coolant pump clearly identifying the position of the leak
- Photo of the part number

3) Replace the mechanical coolant pump - Refer to Rep.Gr 19

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Ensure all procedures within the Repair manual are followed including any alignments/calibrations which are required (Depending on vehicle specification)

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NOTE: Do not discard the mechanical coolant pump as it may be requested for analysis

Warranty accounting instructions

Due to various vehicle types and specifications the operative must refer to the Labour operations section within Elsa pro

Coolant pressure test

Warranty Type 110 or 910

Damage Service Number 19 50

Damage Code 00 50

Labour

Labour Operation Code 19010100

Time 10 TU

Parts information

Refer to the ETKA parts catalogue