

# Technical product information

<b>Topic</b>	DTC P263500 with symptom code -10061 - Noise from within the fuel tank
<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>	2066591/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

## Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0001 - Engine electronics	P263500: Fuel Pump "A" Low Flow/Performance		Intermittent
0001 - Engine electronics	P263500: Fuel Pump "A" Low Flow/Performance		static
0011 - Engine Electronics 2	P263500: Fuel Pump "A" Low Flow/Performance		Intermittent
0011 - Engine Electronics 2	P263500: Fuel Pump "A" Low Flow/Performance		static

## New customer code

Object of complaint	Complaint type	Position
engine -> engine operation	functionality	
engine -> operation, engine control	functionality	
engine -> fuel supply	functionality	

# Vehicle data

## Bentayga W12 and Bentayga W12 Speed

### 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		*	*	*
4V14A9	2021	E		*	*	*
4V14A9	2022	E		*	*	*
4V14G9	2020	E		*	*	*
4V14G9	2021	E		*	*	*
4V14G9	2022	E		*	*	*

# Documents

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

## Customer statement / workshop findings

### Customer statement

- Engine warning light illuminated within the DIP

### And/or

- Drive system fault warning within the DIP (Figure 1)



Figure 1

### Workshop findings

- DTC P263500 - Fuel Pump "A" Low Flow/Performance evident within diagnostic address 01 and/or 11 - With symptom code 10061
- Noise from within the fuel tank (fuel pump) - Refer to the video on the Bentley hub referencing TPI 2066591/-

## Technical background

Prior to conducting the instructions within this TPI, the retailer must check and confirm there are no other issues evident with the vehicle for example:

- Misfire related DTC's
- Low pressure fuel DTC's other than DTC P263500
- Damaged fuel hoses and pipes – Examine all hoses and pipes external of the fuel tank
- Fuel leaks

Reference should also be made to other VIN applicable fuel pressure related TPI's where relevant

**IMPORTANT:** Should any issues be found these should be rectified and the vehicle tested to confirm the actual issue/symptoms described within the Customer statement section of this TPI are evident prior to carrying out the onward instructions

## Production change

Not applicable

## Measure

Prior to starting any work, the operative must adhere to all instructions within Elsa pro Rep.Gr 20 - Fuel system - Safety precautions - Fuel system - Rules for cleanliness and Special Instructions for Fuel System Quick Connectors



**IMPORTANT:** The use of safety glasses is recommended for the duration of this procedure

### 1) Referring to Rep.Gr 27 - Connect a battery charger

- The engine must be running and at operating temperature, Do Not switch off the engine until advised CAUTION: Ensure that suitable exhaust extraction is used whilst the engine is running within the workshop
- Using ODIS Carry out a full GFF of all control modules
- Clear all applicable DTC's
- Select Engine control module 1
- Select Guided functions - Read measured values
- Referring to Figure 2 (Point A) - Navigate to Measured value IDE00186 Fuel low pressure, actual value

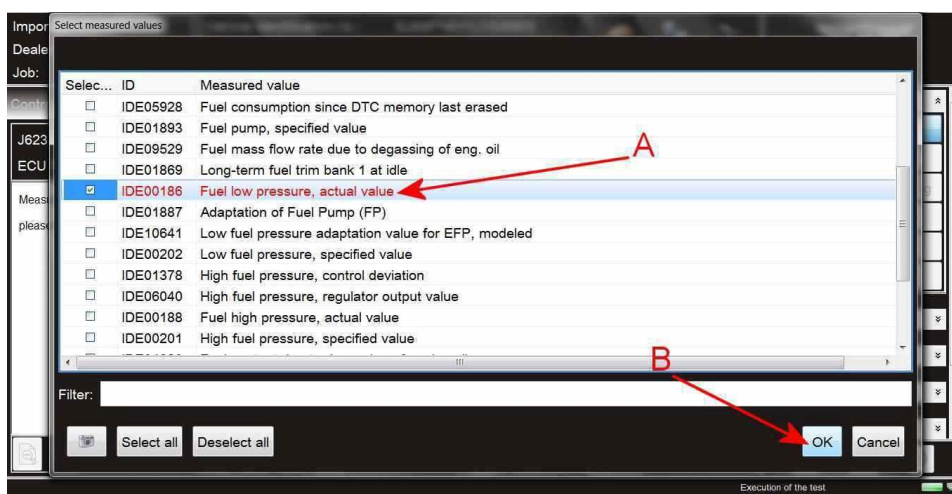


Figure 2

- Select OK (Point B)

### 2) Referring to Figure 3 - Select Starting update

- Switch off the engine and leave the ignition on
- Monitor the pressure decay of the low pressure fuel system for 10 minutes

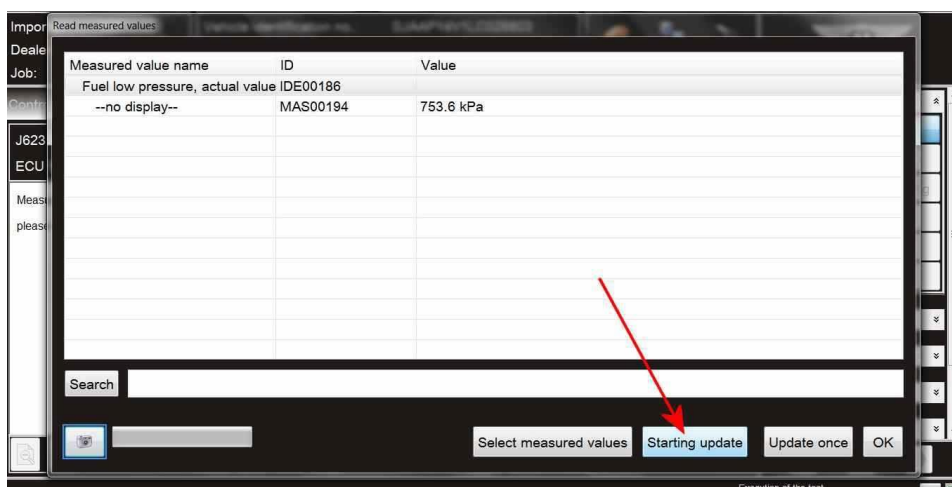


Figure 3

- Should the pressure drop below 300 kPa after 10 minutes and the fuel tank fuel pump is noisy (as per the video on the Bentleyhub) the operative should replace the fuel pump as instructed within Rep.Gr 20 - Fuel pump, fuel level sensors, and jet pump (RH) - To remove and fit

TIP: When ordering replacement parts please refer to the ETKA parts catalogue and TPI 2055235/-

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IMPORTANT NOTE: In the event that the fuel pump is NOT noisy and the pressure drop is below 300 kPa after 10 minutes, the operative should open a new DISS query or respond via the open query and await feedback before conducting any further work  
Please also ensure that all applicable information, ODIS screenshots and/or photographs, videos are attached to the DISS query including an up to date ODIS log

### Warranty accounting instructions

#### Time to replace the fuel tank pump

Warranty type - 110 or 910

Damage Service Number 20 66

Damage Code 01 00

#### Labour

Labour Operation Code 20 66 19 50

Time 50 TU

#### 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

#### Self Diagnosis

Labour Operation Code 01 50 00 00

Time Taken from the ODIS log (Must not exceed 30TU)

### Parts information

Refer to the ETKA parts catalogue and TPI 2055235/-