

Technical product information

| | |
|------------------------|---|
| Topic | DTC P263500 with symptom code -10061 - Noise from within the fuel tank |
| Market area | 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. | 2066591/2 |
| Level | EH |
| Status | Approval |
| Release date | |

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 |
|----------------------------|
| master.xml |

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

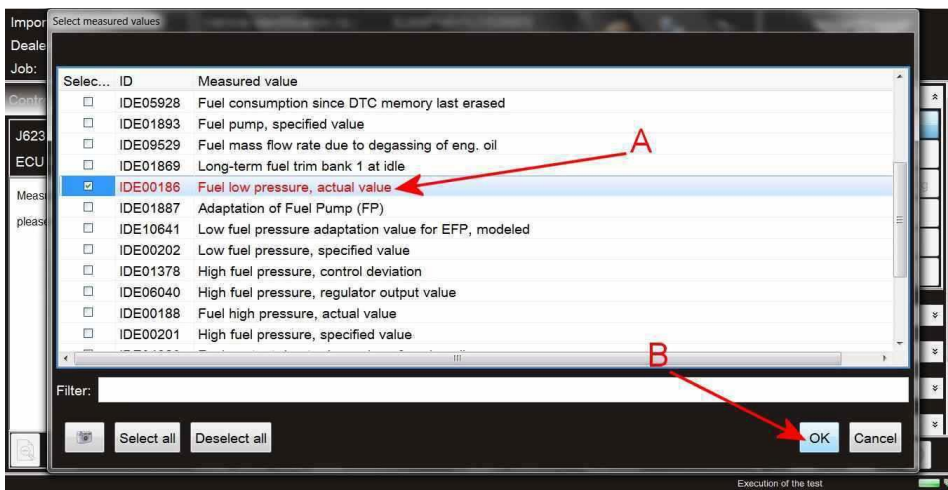


Figure 2

- 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

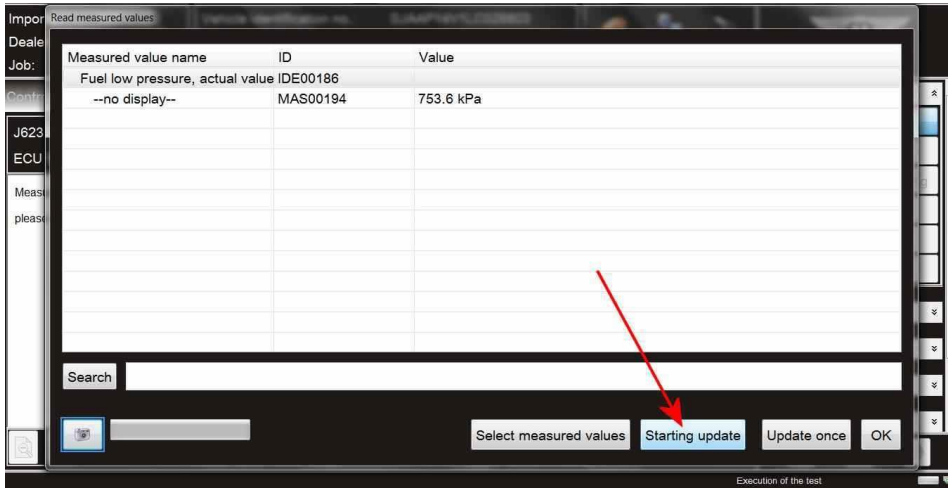


Figure 3

- Should the pressure drop below 300 kPa after 10 minutes and the fuel tank fuel pump is noisy (as per the video on the Bentley hub) 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/-



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

5 seat

Time to replace the Fuel delivery module

Labour Operation Code 20 66 19 50 - 50 TU

Remove and refit the rear seats

Labour Operation Code 72 48 20 05 Time - 100 TU

Remove and refit the rear seat subframe

Labour Operation Code 72 55 19 50 Time - 30 TU

Time to remove and refit the seat sill panel (left and right)

Labour Operation Code 68 05 20 00 - 40 TU

Time to remove and refit the boot side trim panel (left and right)

Labour Operation Code 70 03 20 00 - 70 TU

Self Diagnosis

Labour Operation Code 01 50 00 00

Time taken from diagnostic log (Maximum 10TU)

Remove and refit the luggage compartment trim

70 31 19 00 - 10TU

Remove and refit the DC/DC converter (48v system vehicles only)

27 05 19 50 - 10 TU

4 seat

Time to replace the Fuel delivery module

Labour Operation Code 20 66 19 50 - 50 TU

Remove and refit the rear seats

Labour Operation Code 68 16 19 01 - 190 TU

Time to remove and refit the seat sill panel (left and right)

Labour Operation Code 68 05 20 00 - 40 TU

Time to remove and refit the boot side trim panel (left and right)

Labour Operation Code 70 03 20 00 - 70 TU

Self Diagnosis

Labour Operation Code 01 50 00 00

Time taken from diagnostic log (Maximum 10TU)

Time to remove and refit the luggage compartment trim

70 31 19 00 - 10TU

Time to remove and refit the DC/DC converter (48v system vehicles only)

27051950 - 10 TU

Parts information

Refer to the ETKA parts catalogue and TPI 2055235/-