

## Technical product information

<b>Topic</b>	Engine coolant thermostat - Engine start difficult
<b>Market area</b>	Bentley: worldwide (2WBE)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2038974/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
Engine -> Engine operation -> Engine start	functionality -> defective function sequence	

### New workshop code

Object of complaint	Complaint type	Position
Engine -> Cooling system -> Coolant regulator	functionality -> defective function sequence	
Engine -> Cooling system -> Coolant control valve	leaks -> internal leak	

## Vehicle data

### Mulsanne 11MY to 15MY

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3Y2*	2011	E		*	*	*
3Y2*	2012	E		*	*	*
3Y2*	2013	E		*	*	*
3Y2*	2014	E		*	*	*
3Y2*	2015	E		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	***	**	*	*	C	000001	018999		
SCB	***	**	*	*	C	019680	019941		
SCB	***	**	*	*	C	001000	001420		

## Documents

Document name
master.xml

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## Customer statement / workshop findings

Engine difficult to start

## Technical background

Engine coolant thermostat failure can result in implausible coolant temperature data being read by the engine control module in some cases this may lead to engine starting difficulty's

## Production change

To reduce the incidence of this failure a new engine coolant thermostat has been introduced 16 cars before the introduction of 16MY Mulsanne

## Measure

It is intended that in the event of engine starting difficulty's being attributed to a coolant thermostat failure on a Mulsanne prior to VIN SCBBA6ZH9FC001420 then the new thermostat (part number 069121113) can be fitted. This new thermostat will not fit the original thermostat housing (part number 07V121117) therefore the new thermostat housing (part number 07V121117A) must also be fitted

1. Having ordered and received the new thermostat housing the part must be indelibly marked before fitting this will serve to identify this TPI has been performed and to ensure the correct thermostat is fitted in the event of future thermostat replacements. To do this use a permanent marker, paint pen or etch, (see Figure 2) and add the letter A to the end of the part number. Please note it is intended that later castings will have the A suffix already incorporated into the casting when this is the case it is not necessary to apply the painted A
2. Fit the new thermostat housing (part number 07V121117A) reference workshop manual Thermostat Housing – To Remove and Fit Rep Gr.19
3. Fit the new thermostat (part number 069121113) with the new housing

## Service implications

The parts catalogue (ETKA) will reflect this change at VIN SCBBA6ZH9FC001420,

**Mulsanne from VIN SCBBA6ZH9FC001420:** Thermostat parts can be identified conventionally using the vehicle specific VIN (FI search) in ETKA

**Mulsanne prior to VIN SCBBA6ZH9FC001420 (11MY to 15MY):** When ordering engine coolant thermostat parts for these cars it will be necessary to establish if the car has in the past had this TPI applied, thus ensuring the correct thermostat is always fitted to the correct thermostat housing.

To identify the new, TPI applied, thermostat housing for Mulsanne prior to VIN SCBBA6ZH9FC001420 the following detail is given:

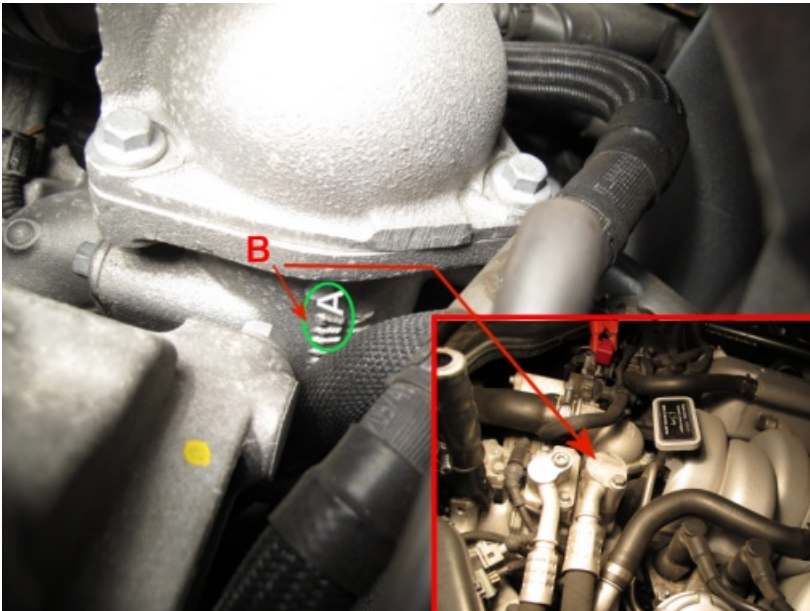


Figure 1

The last four digits of the thermostat housing part number are clearly visible in the engine bay (see Figure 1)

The part number on the casting will on initial stock be 07V121117, the same as the one being replaced. This is due to a supplier issue, later stock is expected to carry the correct part number 07V121117A on the side of the castings.



Figure 2

Cars fitted with Figure 2 thermostat housing, part number has an A suffix, will in-service require the later thermostat part number 069121113



Figure 3

Cars prior to VIN SCBBA6ZH9FC001420 fitted with this thermostat housing with no A suffix visible will require a further check inside the housing to identify which thermostat is required

Check the following detail inside the housing during thermostat replacement:

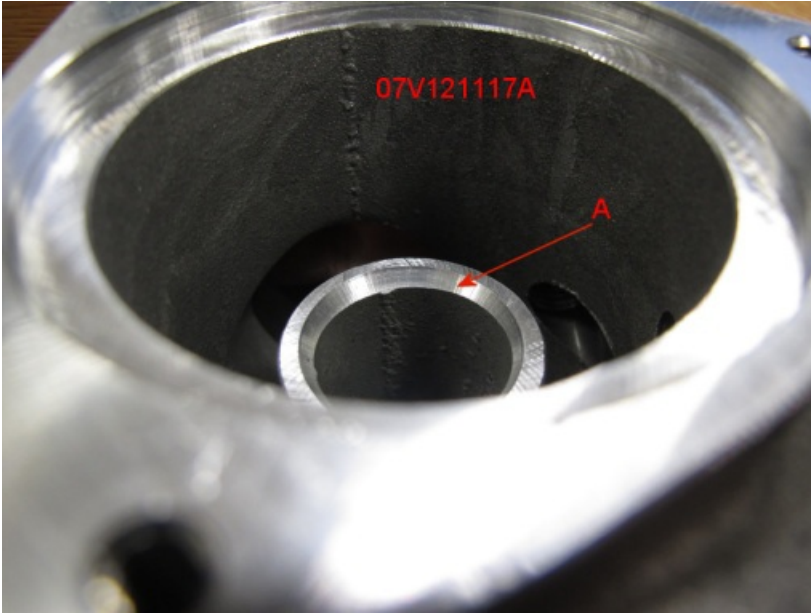


Figure 4

Thermostat housing with chamfer on surface A is designated part number 07V121117A and must use thermostat 069121113 (see Figure 4)



Figure 5

Thermostat housing with no chamfer on surface A is designated part number 07V121117 and must use thermostat 07V121113A (see Figure 5)



Figure 6

The housing shown in figure 6 may also be seen. Cars fitted with Figure 6 thermostat housing (alternative service part) use the vehicles VIN in ETKA for thermostat parts

**Warranty accounting instructions**

Warranty Type 110 and 910  
 Labour Operation Code 19 55 19 00  
 Damage Service Number 19 55  
 Damage Code 00 15  
 Time 580 Time Units

**Parts information**

Description	Part number Pre 16MY Up to VIN 01420	Part number <u>This TPI applied</u> Pre 16MY up to VIN 01420	Quantity
Thermostat	07V121113A	069121113	1
Thermostat Housing	07V121117	07V121117A	1