

Technical product information

Topic	Bentayga W12 TSI - Engine hesitates and jerks during acceleration
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2055535/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation	functionality	
engine -> lubrication system	leaks	
engine -> lubrication system	visual appeal / surface	

Vehicle data

Bentayga

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		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

When accelerating the engine hesitates and jerks

Upon further inspection oil residue can be seen leaking around the Remote oil filler neck “quick connect” (Figure 1)

The quick connect O-ring on further inspection is cracked/damaged



Figure 1

Technical background

Typically no DTC's are assigned to this symptom, should any DTC's be evident within the engine control module/s the operative should investigate and repair as per the standard workshop best practice procedures

Production change

Not applicable

Measure

Replace the remote oil filler neck – Refer to Repair manual Rep.Gr 17

Warranty accounting instructions

Warranty Type 110 or 910
 Labour operation code 17 15 19 00
 Damage Service Number 17 15
 Damage code 00 50
 Time 40 Time units

Parts information

Description	Part Number	Quantity
Adaptor for oil filling (ETKA)	36A 115 301	1