

## Technical product information

<b>Topic</b>	DTC's P014800 and/or P008A00 - Rough running & potentially poor start up performance - MIL light on - Possible misfires
<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>	2062016/1
<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	P014800: Fuel Delivery Error		Intermittent
0001 - Engine electronics	P014800: Fuel Delivery Error		static
0011 - Engine Electronics 2	P008A00: Low Pressure Fuel System Pressure - Too Low		Intermittent
0011 - Engine Electronics 2	P008A00: Low Pressure Fuel System Pressure - Too Low		static

### New customer code

Object of complaint	Complaint type	Position
engine -> engine operation -> engine refinement	functionality -> misfire	
information, navigation, communication, entertainment -> symbolic fault indicators -> emission control system fault indicator	functionality -> activates	
engine -> engine operation -> engine refinement -> engine limp-home mode	functionality -> does not end	
engine -> operation, engine control	functionality	

## Vehicle data

### New Continental GT/GTC and New Flying Spur - W12 TSI only

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31BB	2018	E		*	*	*
3S31BB	2019	E		*	*	*
3S31BB	2020	E		*	*	*
3S31BB	2021	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*
ZG21BB	2020	E		*	*	*
ZG21BB	2021	E		*	*	*

## Documents

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

## Customer statement / workshop findings

Customer statement:

- The Engine management light is on
- Rough running and potentially poor start up performance.

and/or

- Engine misfires

Very Important: Should the afore mentioned symptoms and/or DTC's be evident with NO misfires reported the operative MUST raise a DISS query and await feedback from Product Support before conducting any further work

Workshop findings:

- All three customer statements can be reproduced
- DTC's listed below are also evident

Diagnostic address	Event memory entry	Fault type	Fault status
0001 - Engine electronics	P014800: Fuel Delivery Error		Intermittent
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0011 - Engine Electronics 2	P008A00: Low Pressure Fuel System Pressure - Too Low		Intermittent
0011 - Engine Electronics 2	P008A00: Low Pressure Fuel System Pressure - Too Low		static

Very Important: Should the afore mentioned symptoms and/or DTC's be evident with NO misfires reported the operative MUST raise a DISS query and await feedback from Product Support before conducting any further work

When DTC's relating to cylinder misfire/s are stored in address *01-engine control module 1* or address *11-engine control module 2*, the Misfire best practice TPI 2051187 must be followed. If the cause of the misfire is diagnosed as a blocked low pressure fuel injector, additional work is also required as per the instructions within the measure section of this TPI

## Technical background

Debris in the fuel system can lead to a blockage in the low pressure fuel injectors, ultimately causing a cylinder misfire.

## Production change

All VIN's post VIN SCBBE53S5LC082494 should not exhibit the symptoms described, in the event the symptoms described are evident and the VIN is after the cut off please raise a DISS query and await feedback before conducting any further work

## Measure

When an engine misfire is apparent and/or the Engine management light is on with generic misfire DTC's stored, the Misfire best practice TPI 2051187 must be followed. If the final diagnosis is a blocked low pressure fuel injector/s then follow the onward instructions;

1. Erase any DTC's stored.
2. Fill fuel tank
3. Add the relevant dose of G17 Fuel additive to the fuel load as specified on the bottle (refer to ETKA)
4. Run the engine at idle for 8 hours – Periodically check to ensure engine coolant temperature is within safe limits – do not allow engine to overheat
5. Recheck event memories and erase any DTC's stored.
6. Retest for the customer complaint (road test where necessary), if the complaint is rectified no further action is required.

If the complaint is still evident then follow the onward instructions;

Replace both bank 1 and 2 low pressure fuel rails, the fuel rails come complete with injectors (Figure 1).

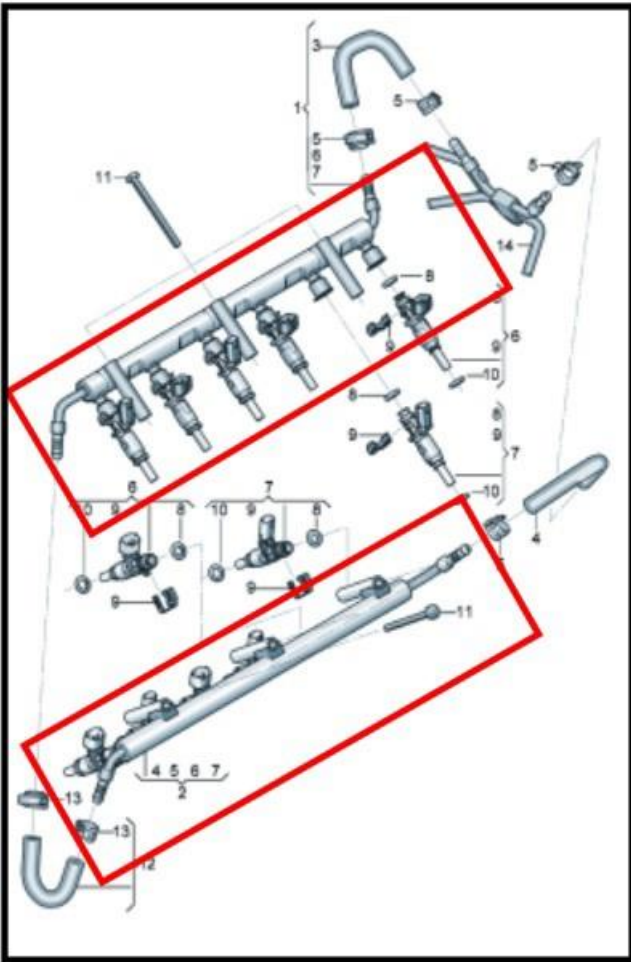


Figure 1

### Warranty accounting instructions

Warranty type – 110

Damage Service Number – 20 38

Damage code – 00 42

G17 Fuel additive

Labour operation code – 24 40 29 00

Time – 20TU

Remove and refit bank 1 and 2 low pressure fuel rails

Labour operation code – 24 41 19 00

Time – 170TU

### Parts information

Refer to the ETKA parts catalogue

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All parts need to be retained ( as per normal process) as they will likely be requested back to Bentley Motors Crewe for further analysis.