

## Technical product information

<b>Topic</b>	Water leaking from the mechanical water pump - Low coolant level warning displayed - W12 TSI
<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>	2065919/4
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	07-Nov-2022

### New customer code

Object of complaint	Complaint type	Position
engine -> cooling system	leaks	
engine -> cooling system -> coolant	component / consumables -> too little	

## Vehicle data

### W12 Bentayga - New Continental GT/GTC - New Flying Spur

#### 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		*	*	*
3S31BB	2022	E		*	*	*
3S31BB	2023	E		*	*	*
3S31EB	2021	E		*	*	*
3S31EB	2022	E		*	*	*
3S31EB	2023	E		*	*	*
3S41BB	2018	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*
3S41BB	2022	E		*	*	*
3S41BB	2023	E		*	*	*
3S41EB	2021	E		*	*	*
3S41EB	2022	E		*	*	*
3S41EB	2023	E		*	*	*
4V14A9	2017	E		*	*	*
4V14A9	2018	E		*	*	*
4V14A9	2019	E		*	*	*
4V14A9	2020	E		*	*	*
4V14A9	2021	E		*	*	*
4V14A9	2022	E		*	*	*
4V14A9	2023	E		*	*	*
4V14G9	2020	E		*	*	*
4V14G9	2021	E		*	*	*
4V14G9	2022	E		*	*	*
4V14G9	2023	E		*	*	*
ZG21BB	2020	E		*	*	*
ZG21BB	2021	E		*	*	*

ZG21BB	2022	E		*	*	*
ZG21BB	2023	E		*	*	*

## Documents

<b>Document name</b>
master.xml

## Customer statement / workshop findings

Workshop findings:

- Coolant leaking from the mechanical coolant pump

Or

- Coolant witness mark on the mechanical coolant pump although coolant is not leaking/dripping from the pump

Or

- Low coolant level warning displayed

## Technical background

The operative MUST ensure the instructions within the Measure section are followed, the instructions differ slightly depending on the part number of the mechanical coolant pump (B or C suffix)

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NOTE: Warranty payments will not be authorised unless the mechanical coolant pump has been authorised for replacement via a technical DISS query

## Production change

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The following part numbers are affected

- 07P 121 008B
- 07P 121 008C

## Measure

1) On receipt of the vehicle - Take a photograph of the coolant level within the coolant reservoir

- Using ODIS check to confirm that no DTC's are evident relating to low coolant issues - Save the current ODIS log
- Take a photo of any coolant related warnings which are evident within the DIP
- Take a photo of any suspected coolant leaks

2) Referring to Rep.Gr 19 - Pressure test the coolant system to confirm if a coolant leak is evident from the mechanical coolant pump

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VERY IMPORTANT: In the event the mechanical coolant pump is leaking/dripping as a result of conducting the coolant pressure test - Record a clear video of the leak (whilst carrying out the pressure test)

Refer to the video located within the Bentley Hub reference TPI 2065919/- this video shows an example of a coolant pump with no leak although there is a small coolant witness mark evident (Figure 1) in this scenario the coolant witness mark should be cleaned off (using a suitable cleaning agent) to the condition shown in Figure 2



Figure 1



Figure 2

### 3) Conduct a road test

- On return conduct a visual check to confirm the leak is no longer evident
- Should no leak be evident, no further action is required
- In the event there is no visible coolant leaks from the mechanical coolant pump and the coolant level is to specification as per Rep.Gr 10- DO NOT replace the mechanical coolant pump (No further action is required)

### However

- If a visible coolant leak is evident when conducting the pressure test the operative should continue with the remaining instructions to completion

### 4) Check to confirm the part number of the mechanical coolant pump

HINT: If 07P 121 008B is fitted - Continue the repair as required and replace the mechanical coolant pump as per Rep.Gr 19

NOTE: For this scenario only (07P 121 008B fitted) No further feedback or confirmation is required via DISS

Ensure all procedures within the Repair manual are followed including any alignments/calibrations which are required (Depending on vehicle specification)

Or

If 07P 121 008C is fitted the operative should conduct the remaining instructions to completion

- The operative must raise a technical DISS query or respond via an already open DISS query ensuring the following is attached to the DISS query:
- Clear photo of the coolant level
- Clear photo of the mechanical coolant pump part number 07P 121 008C (Figure 3)
- Current ODISlog

NOTE: The photo shown in Figure 3 is a C level coolant pump (shown removed from the vehicle for photographic purposes) a borescope may have to be used for photos of the coolant pump when fitted



Figure 3

- Record a clear video of the coolant leak whilst carrying out the pressure test
- Request permission to replace the mechanical coolant pump 07P 121 008C due to a leak from the mechanical coolant pump whilst conducting the pressure test

5) Once permission has been given via the technical DISS query, replace the mechanical coolant pump - Refer to Rep.Gr 19

Ensure all procedures within the Repair manual are followed including any alignments/calibrations which are required (Depending

on vehicle specification)

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NOTE: Do not discard the mechanical coolant pump (07P 121 008C) as it may be requested for analysis

### Warranty accounting instructions

WarrantyType 110 or 910

Damage Service Number 19 50

Damage Code 00 50

#### Coolant pressure test

Labour Operation Code 19010100

Time 10 TU

#### Road test

Labour Operation Code 01210000

Time 50 TU

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In the event that permission has been given to replace the mechanical water pump, due to various vehicle types and specifications the operative must refer to the Labour operations section within Elsa pro

### Parts information

Refer to the ETKA parts catalogue