

Technical product information

Topic	Bentayga Hybrid - Emission control system warning lamp illuminated within the DIP - Open circuit DTC's evident
Market area	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)
Brand	Bentley
Transaction No.	2065697/2
Level	EH
Status	Released for publishing
Release date	03-Nov-2022

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> guided fault finding	control units, services -> with event log entry	
engine -> emission control	control units, services	

Vehicle data

Bentayga - Hybrid

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14F9	2019	E		*	*	*
4V14F9	2020	E		*	*	*
4V14F9	2021	E		*	*	*
4V14F9	2022	E		*	*	*
4V14F9	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Customer statement

- Emission control system warning lamp illuminated (Figure 1) within the Driver Information Panel (DIP)



Figure 1

Workshop findings

- Various/numerous open circuit DTC's evident within the Engine control unit (Address 001)
- Fuse 6 (SA fuseboard) in some cases could be blown

Technical background

! VERY IMPORTANT: Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel

Prior to working on this vehicle the operative MUST refer to Rep.Gr 97 ensuring all safety precautions and guidelines are adhered to

- The operative should identify the location shown in Figure 2 (Left hand side of Transmission)

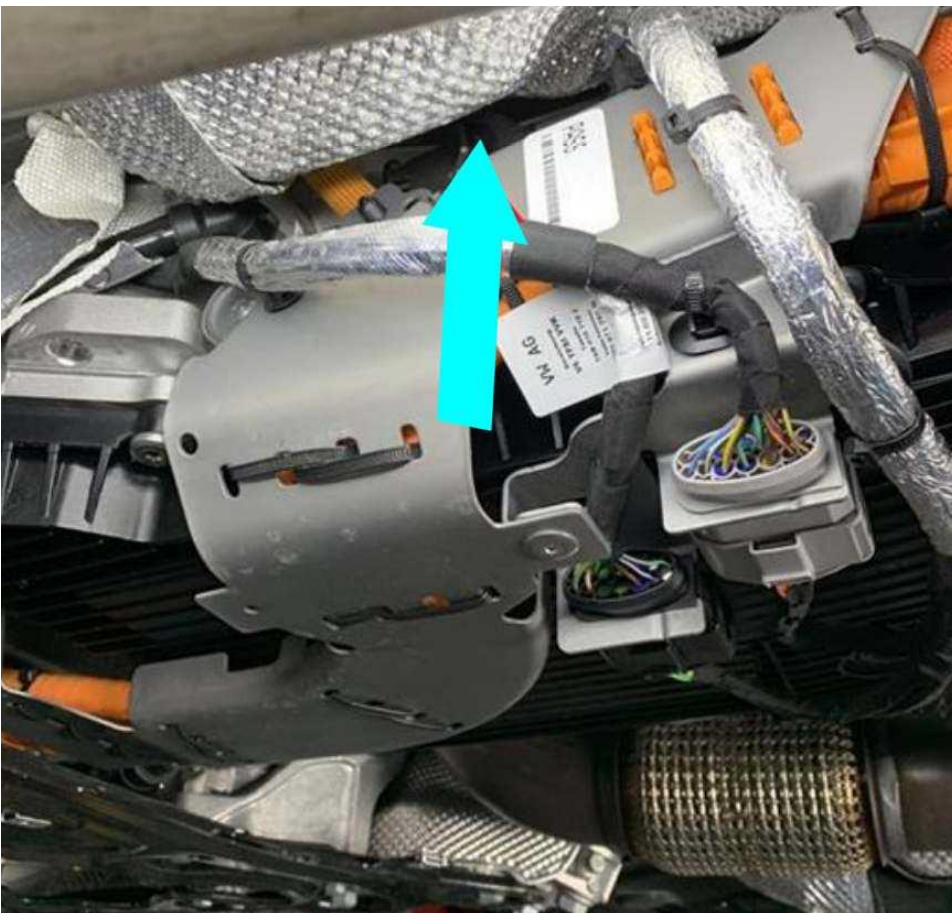


Figure 2

TIP: Referring to Figures 3 and 4 - Consider contact/chaffing between the main body harness and the following components:

- Transmission outer casing webbing
- Floorpanel
- Transmission park lock mechanism

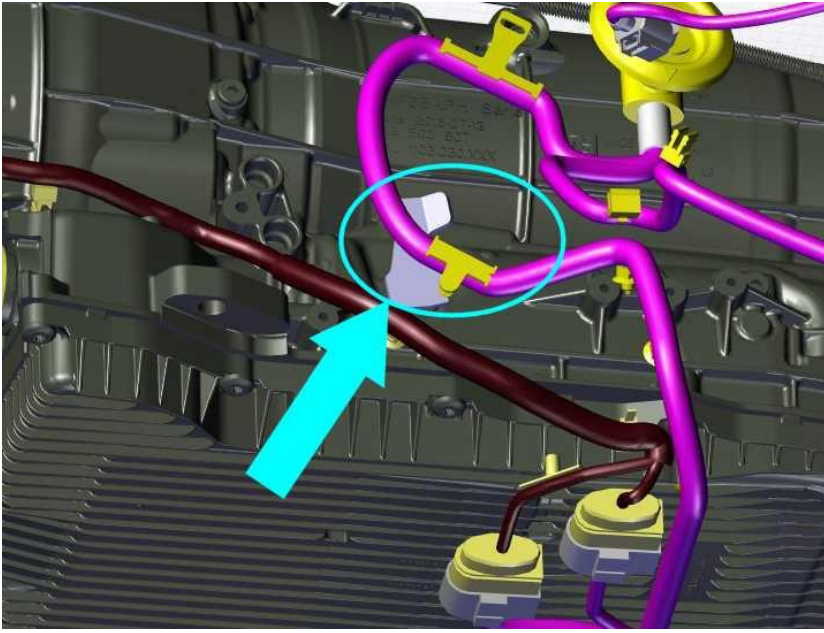


Figure 3



Figure 4

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In the event the issue is as described, the operative should carry out the instructions within the Measure section of this TPI NOTE:
Please be aware of the following:

- The actual symptom(s) may be different than described depending on the wire(s) which are damaged/chaffed - Refer to the examples as shown in Figures 5,6 and 7

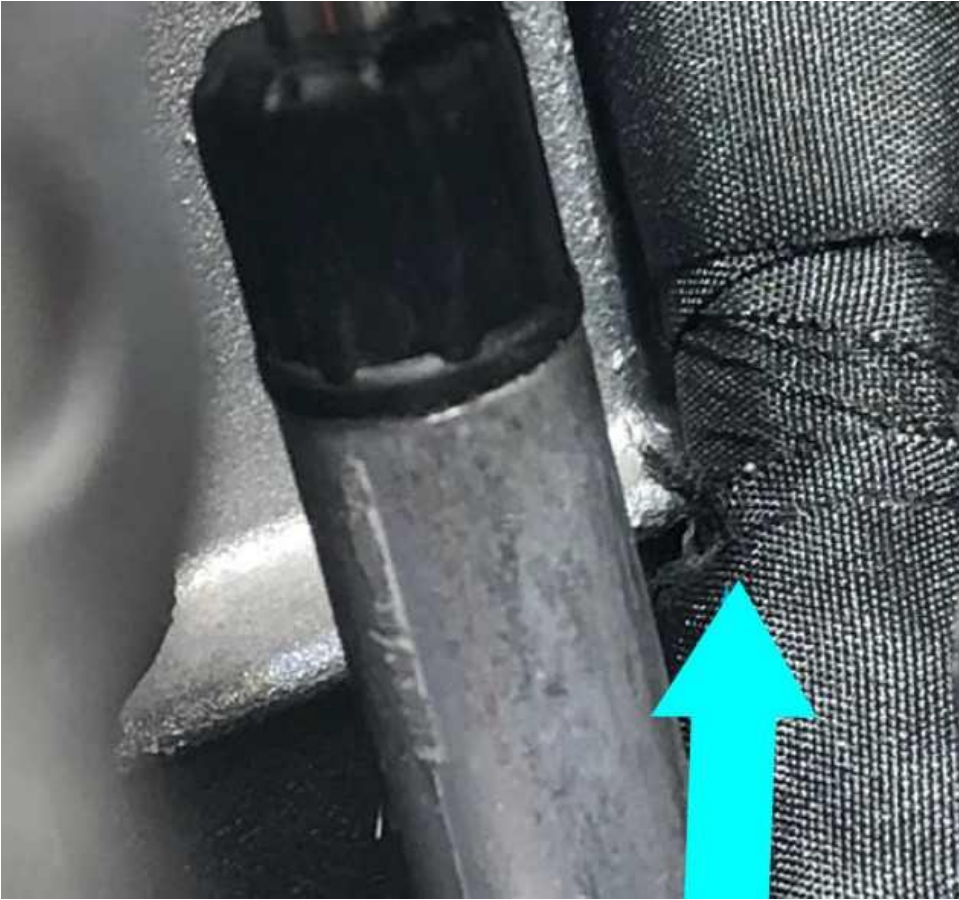


Figure 5



Figure 6



Figure 7

- Depending on the fitting location of the harness, contact between the main body harness and surrounding components can vary, the use of the Mandatory Snap - On BK5600 Borescope tool (Or similar specification) is recommended to assist in identifying the actual issue prior to removing components which are situated in the surrounding area

Production change

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Measure

! VERY IMPORTANT: Hybrid vehicles use a High voltage system and MUST only be worked on by suitably qualified personnel

1) Using the applicable wiring diagram, Conduct a wiring integrity check to confirm the wire(s) which are damaged/chaffed

TIP: Overlaying the suspected damaged wiring may be carried out to confirm the actual issue, the overlaid wiring MUST NOT be left in place, all damaged wiring MUST be repaired as per all Elsa pro guidelines

2) Using the applicable repair manual Rep.Gr - Gain access to the main body harness damaged wiring

- Take clear photographs of the issue (once identified) the photographs should be saved as they are required to be uploaded to a non-technical DISS query after the repair has been conducted

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IMPORTANT: Check to confirm the actual point of contact for example: The transmission outer casing webbing (Figure 8)

- In the event that any sharp edges or excess casting spots are evident, the operative should carefully remove any sharp edges with low grade sandpaper for example

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Figure 8

3) Referring to Rep.Gr 97 - Repair the damaged wire(s) ensuring the wiring harness is repaired as per all instructions

TIP: Ensure any damaged clips/cable ties are replaced

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Once repaired ensure the wiring harness is suitably insulated and cannot contact any other surrounding components

4) Once the wiring repair is complete conduct the following:

- Referring back to the fitting location in Figure 2 - Reposition/secure the wiring harness ensuring the wiring harness cannot chaff/contact any of the surrounding components

5) Raise a non-technical DISS query ensuring the following:

- Attach photographs of the damaged harness prior to conducting the repair

And also

- Attach photographs of the wiring harness after conducting the repair

Warranty accounting instructions

Diagnostic time

Warranty Type 110 or 910

Damage Service Number 97 09

Damage Code 00 25

Labour Operation Code 01 51 00 00

Time Must not exceed 50 TU (as per ODIS log)

Time to conduct wiring repair(s)

Labour operation code 97 09 41 ** NOTE: The last 2 digits ** and time units depend on number of cables repaired state 'claim as per Elsa for number of cables repaired'

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Due to the various symptoms and/or repair methods required, please refer to the Labour operations section within Elsa pro for all applicable codes/times depending on the work conducted

- Each claim will be reviewed individually by the Bentley Warranty team