Technical product information

Topic	Bentayga W12 - DTC 310B00 - Low fuel pressure regulation
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2055321/3
Level	EH
Status	Released for publishing
Release date	02-Nov-2022

New customer code

Object of complaint	Complaint type	Position
engine -> engine operation	functionality	
engine -> operation, engine control	functionality	
engine -> fuel supply	functionality	

Vehicle data

Bentayga W12

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		*	*	*
4V14A9	2021	E		*	*	*
4V14A9	2022	E		*	*	*
4V14A9	2023	E		*	*	*
4V14G9	2020	E		*	*	*
4V14G9	2021	E		*	*	*
4V14G9	2022	E		*	*	*
4V14G9	2023	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Engine stalling when the engine is started from cold (at idle)

Or

After a delayed cold start

These issues can trigger DTC 310B00: Low Fuel Pressure regulation, Fuel pressure outside specification

The following symbol can also be displayed on the Driver Instrument Panel (DIP) in conjunction with an error message “start/stop unavailable”

Technical background

Prior to conducting the instructions within this TPI, the retailer must check and confirm there are no other issues evident with the vehicle for example:

- Misfire related DTC’s
- Low pressure fuel DTC’s other than DTC 310B00
- Damaged fuel hoses and pipes – Examine all hoses and pipes external of the fuel tank
- Fuel leaks
- Correct grade and correct type of fuel within the fuel tank
- Vibration noises from the fuel tank (Fuel pumps noisy)

IMPORTANT: Should any issues be found these should be rectified and the vehicle tested to confirm the actual issue/symptoms described within the Customer statement section of this TPI are evident prior to carrying out the onward instructions

Production change

Not applicable

Measure

Prior to starting any work, the operative must adhere to all instructions within Elsa pro Rep.Gr 20 - Fuel system - Safety precautions - Fuel system - Rules for cleanliness and Special Instructions for Fuel System Quick Connectors

The use of safety glasses is recommended for the duration of this procedure

1) Check and confirm the Fuel tank pump assembly Pulse Width Modulation (PWM) value as follows:

- Ensure the engine is idling at operating temperature - Ensure a suitable battery charger is also connected as per Rep.Gr 27
- Select Engine control module 1
- Select Guided functions – Read measured values
- Referring to Figure 1 - Navigate to Measured value IDE01893
- Select Starting update and monitor the Value – The value should be below 25%

NOTE: If the fuel pumps run faster at idle (above 25%) this is a sign of either a significant leakage or that the wrong fuel pump control modules are fitted - Carry out an inspection of the vehicles repair history, should the fuel pump control modules have been previously replaced you must ensure the correct specification were fitted, however if there is no replacement history of the control modules continue to step 2 – Fuel low pressure check

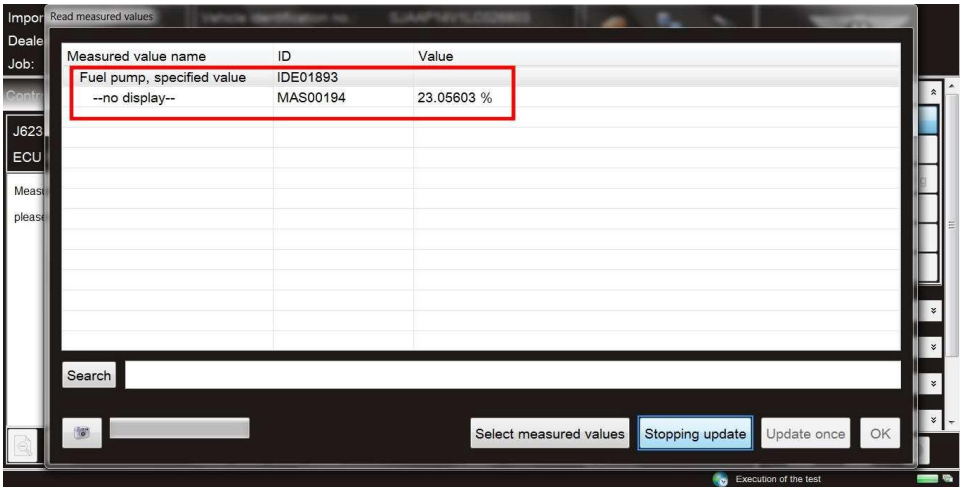

Figure 1

2) Fuel low pressure check - Referring to Figure 2 (Point A) navigate to Measured value IDE00186 Fuel low pressure, actual value

- Select OK (Point B)

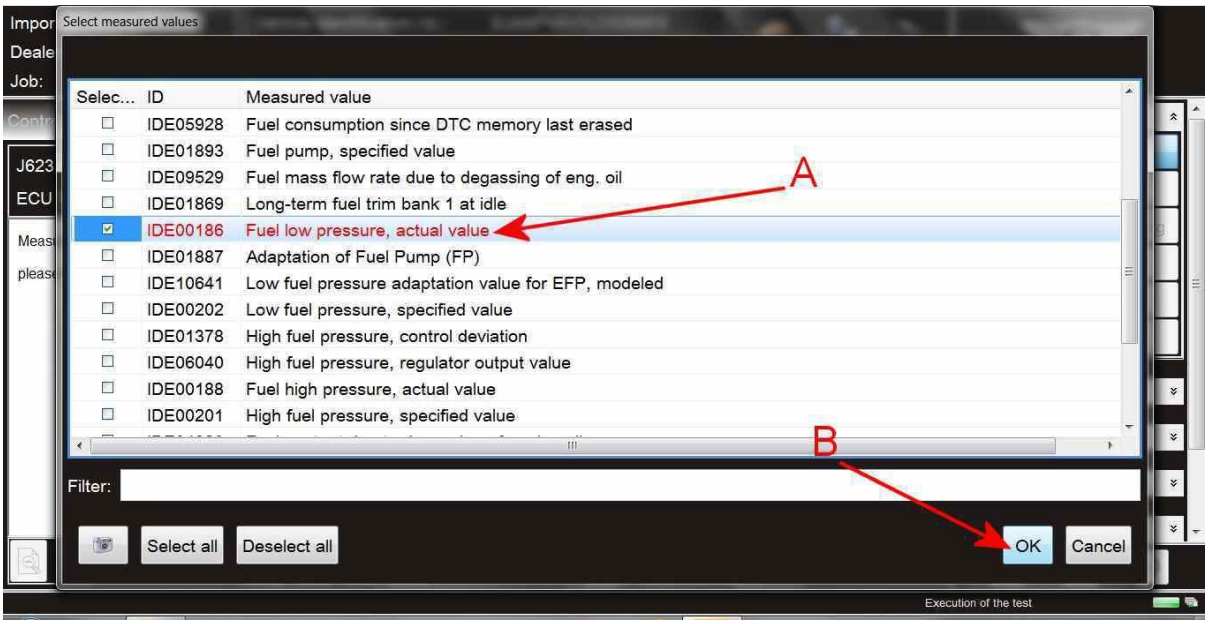

Figure 2

- Referring to Figure 3 – Select Starting update
- Switch off the engine and leave the ignition on
- Monitor the pressure decay of the low pressure fuel system for 10 minutes

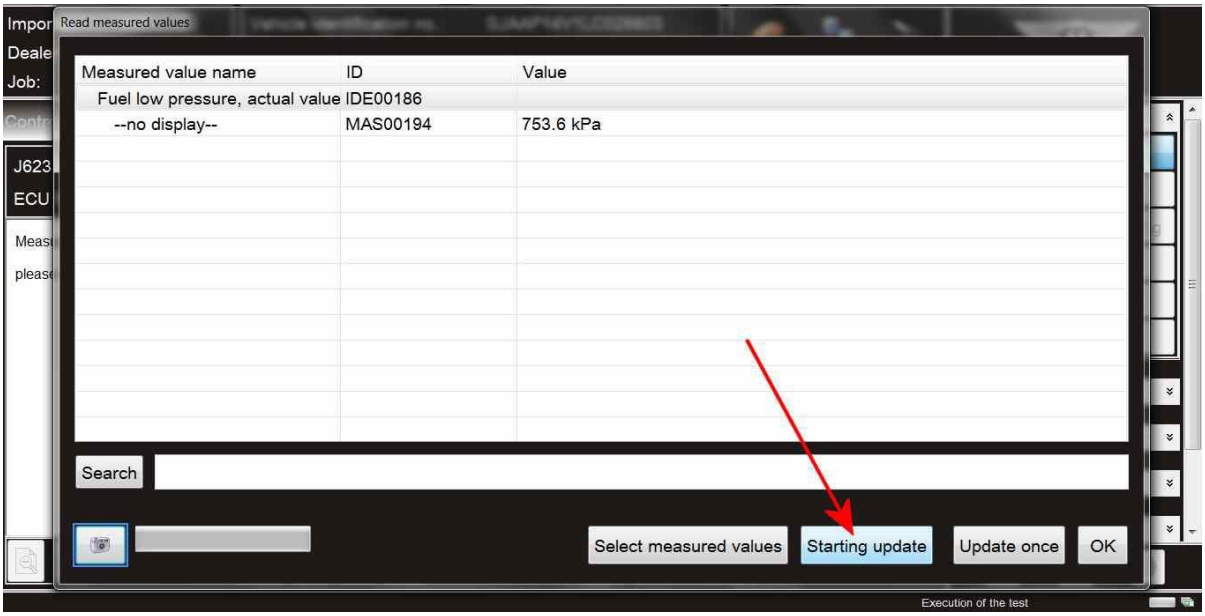

Figure 3

3) Should the pressure drop below 300 kPa after 10 minutes - Referring to Figure 4 - Gain access to the fuel pump assembly and fuel filter within the right hand side of the fuel tank - Rep.Gr 20

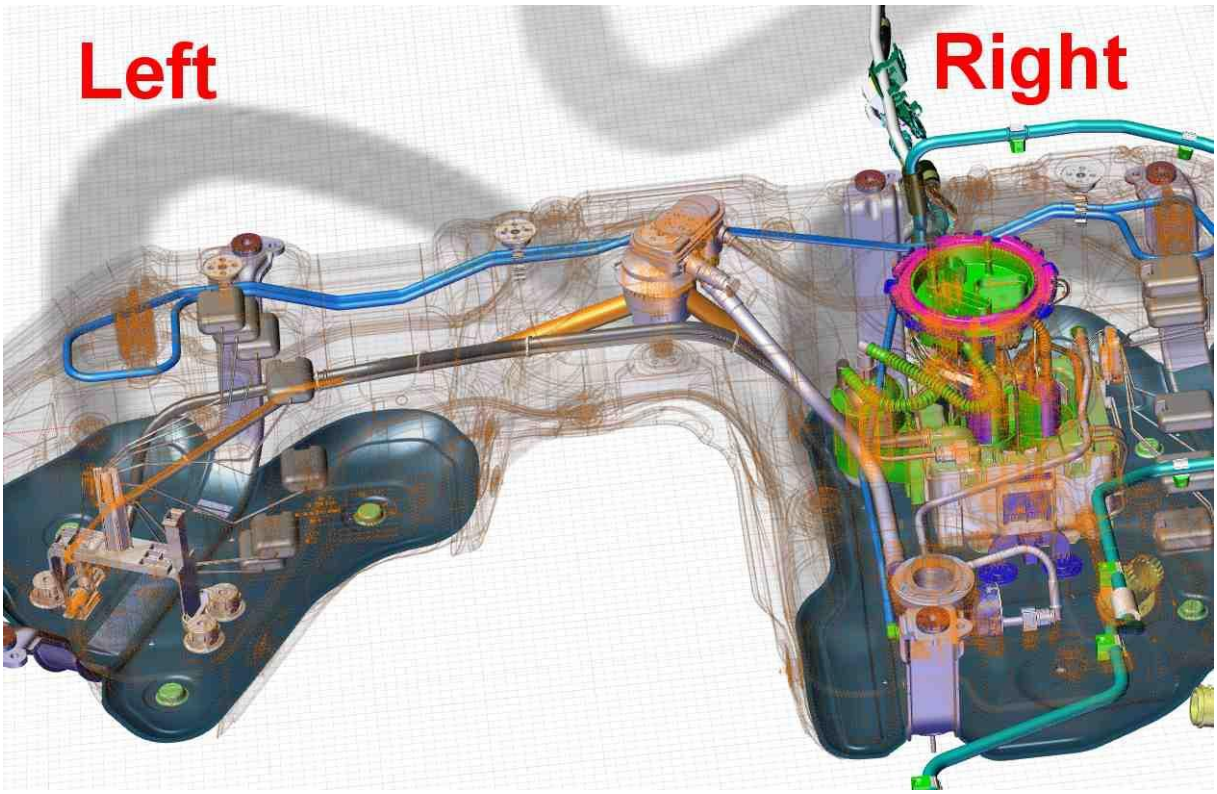

Figure 4

- Carry out an inspection of ALL accessible hoses and connections which connect to the fuel pump assembly/fuel filter assembly as shown in Figures 5 and 6
- Check for punctured/split hoses
- Check for broken and loose connections

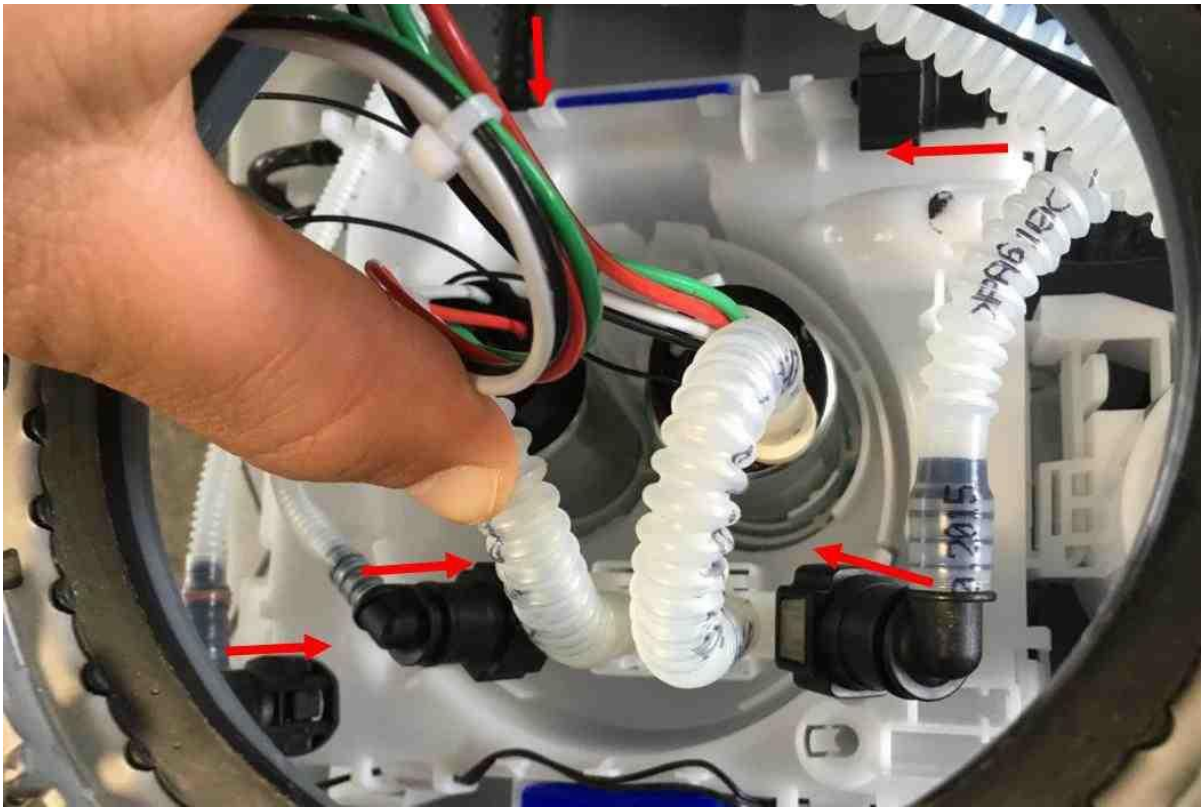

Figure 5

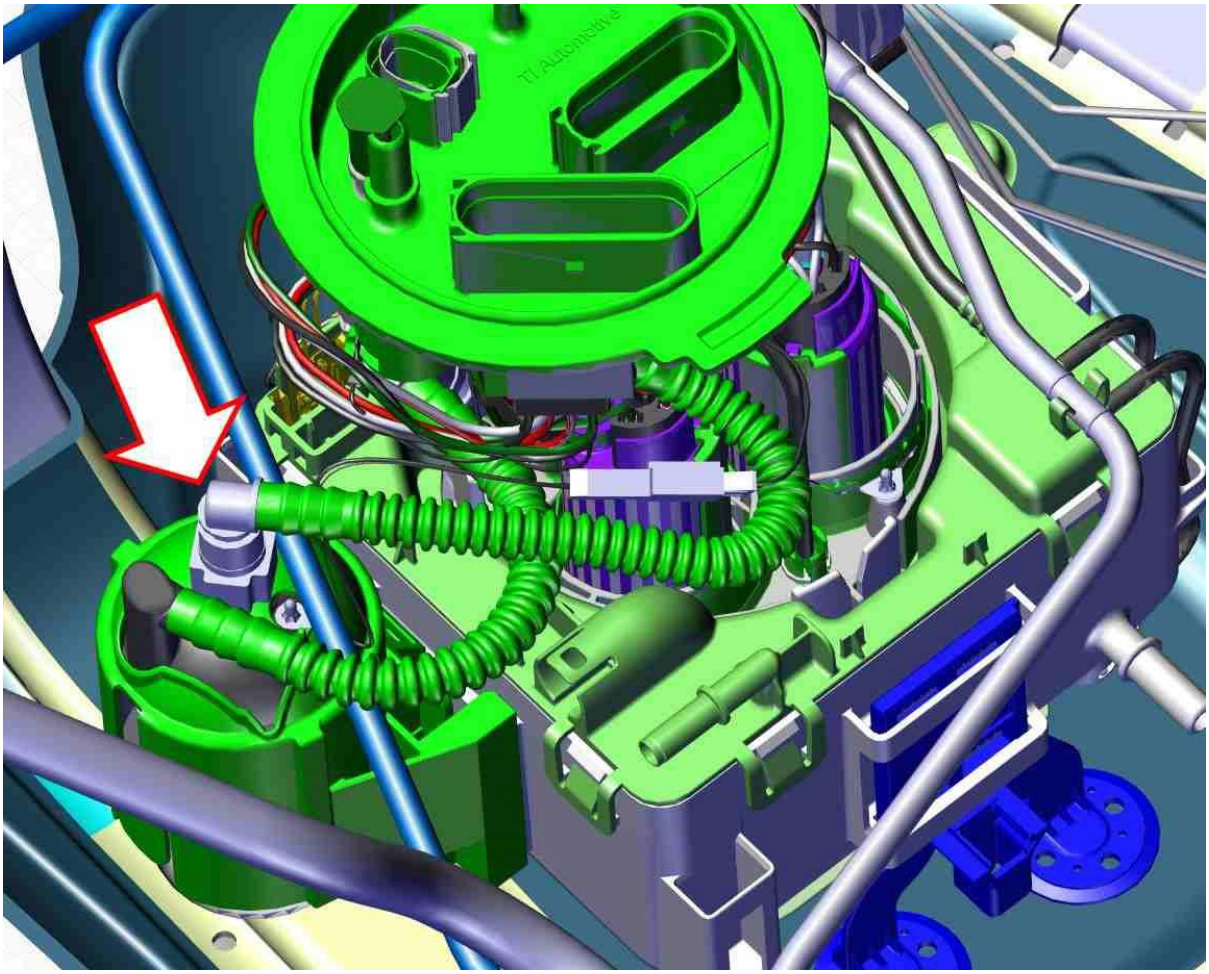

Figure 6

4) Referring to Figure 7 (For photographic purposes Figure 7, was taken with the fuel pump assembly removed from the fuel tank) Check the connection shown is not broken NOTE: Care should be taken when checking this part as damage can be caused when manipulating the fuel pump assembly

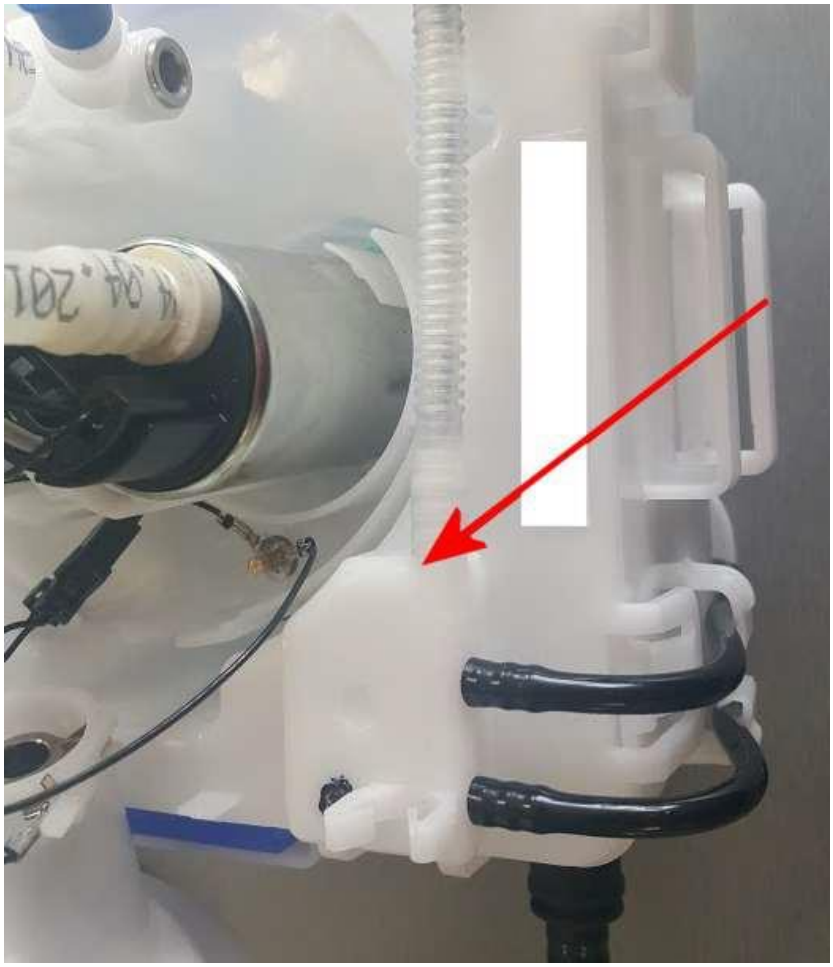

Figure 7

IMPORTANT: Only the components on the right hand side of the fuel tank are interchangeable, if there is a fault with any components on the left hand side or with any components which are not listed within the ETKA parts catalogue a new fuel tank is required

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All VIN's to SJAAP14V0LC026999

- Should any issues be found with the fuel pump assembly or fuel filter replace the fuel pump assembly and fuel filter as per the applicable Rep.Gr

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All VIN's from SJAAF1ZV9KC027000

- Should any issues be found with the fuel pump assembly or fuel filter after the checks from Steps 1 through to 4 have been conducted - The operative MUST raise a DISS query and await feedback before conducting any further work

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VERY IMPORTANT: Please return any parts which have been replaced using the parts return system, ensure a reference of this TPI is included when the parts are returned

Warranty accounting instructions

Time to replace the Fuel delivery module

Warranty type - 110 or 910

Damage Service Number 20 66

Damage Code 01 00

Labour

Labour Operation Code 20 66 19 50

Time 50 TU

Time to remove and refit the rear seats (4 seat)

Labour Operation Code 68 16 19 01

Time 190 TU

Time to remove and refit the rear seats (5 seat)

Labour Operation Code 72 48 20 05

Time 100 TU

Time to remove and refit the seat sill panel

Labour Operation Code 68 05 19 00

Time 20 TU

Time to remove and refit the boot side trim panel

Labour Operation Code 70 03 19 00

Time 40 TU

Self Diagnosis

Labour Operation Code 01 50 00 00

Time Time taken from diagnostic log (Maximum 30 TU)

Time to replace the fuel tank

IMPORTANT: Only the components on the right hand side of the fuel tank are interchangeable, if there is a fault with any components on the left hand side or with any components which are not listed within the ETKA parts catalogue a new fuel tank is required

4 Seat

Labour Operation Code 20 10 19 00

Time 590 TU

5 Seat

Labour Operation Code 20 10 19 05

Time 540 TU

Parts information

IMPORTANT: Please ensure TPI 2055235/- is also referred to