Technical product information

Topic	DTC's P014800 and/or P008A00 - Rough running & potentially poor start up performance - MIL light on - Possible misfires
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),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.	2062016/5
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

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

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		*	*	*
3S31BB	2022	E		*	*	*
3S31BB	2023	E		*	*	*
3S31BB	2024	E		*	*	*
3S31EB	2023	E		*	*	*
3S31EB	2024	E		*	*	*
3S41BB	2019	E		*	*	*
3S41BB	2020	E		*	*	*
3S41BB	2021	E		*	*	*
3S41BB	2022	E		*	*	*
3S41BB	2023	E		*	*	*
3S41BB	2024	E		*	*	*
3S41EB	2023	E		*	*	*
3S41EB	2024	E		*	*	*
ZG21BB	2020	E		*	*	*
ZG21BB	2021	E		*	*	*
ZG21BB	2022	E		*	*	*
ZG21BB	2023	E		*	*	*

ZG21BB	2024	E		*	*	*
ZG26BB	2023	E		*	*	*
ZG26BB	2024	E		*	*	*

Documents

Document name
master.xml

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
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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

VERY IMPORTANT: Before conducting the instructions within the Measure section the operative MUST be aware and adhere to Rep.Gr 20

- ***Fuel system - Safety precautions***
- ***Fuel system - Rules for cleanliness***

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 from Step 7

7. Referring to Rep.Gr 20 - Low pressure fuel system - To test - Conduct the process to completion

On completion of the Low pressure fuel system test - With the pressure gauge still attached to vehicle perform the following check:

- Ensure the engine is switched off
- Monitor the fuel pressure at 5 minutes of engine switch off and 10 minutes of engine switch off

HINT: If the pressure drop is considered a high rate of pressure decay (>1 bar) perform an inspection of the fuel lines (working from the engine rearwards towards the fuel tank checking for the following:

- Damage
- Kinking of the fuel lines
- Leakage

8. Should no issues be found - Refer to Rep.Gr 20 - Gain access to the Fuel pump within the fuel tank

- Inspect the Fuel supply module and fuel filter fitment for detached hoses, damaged hoses and line and/or concerns with the module itself such as damage or leakage
- Figure 1 shows an example of a fuel tank internal hose with pin holes (circled)

Figure 1

- Figure 2 shows a close up of the pin holes

Figure 2

9. Should any of the afore mentioned issues be evident the required parts should be replace as necessary

However in the event that all previous checks were to specification the operative should conduct step 10 to completion

10. Replace both bank 1 and 2 low pressure fuel rails, the fuel rails come complete with injectors (Figure 3).

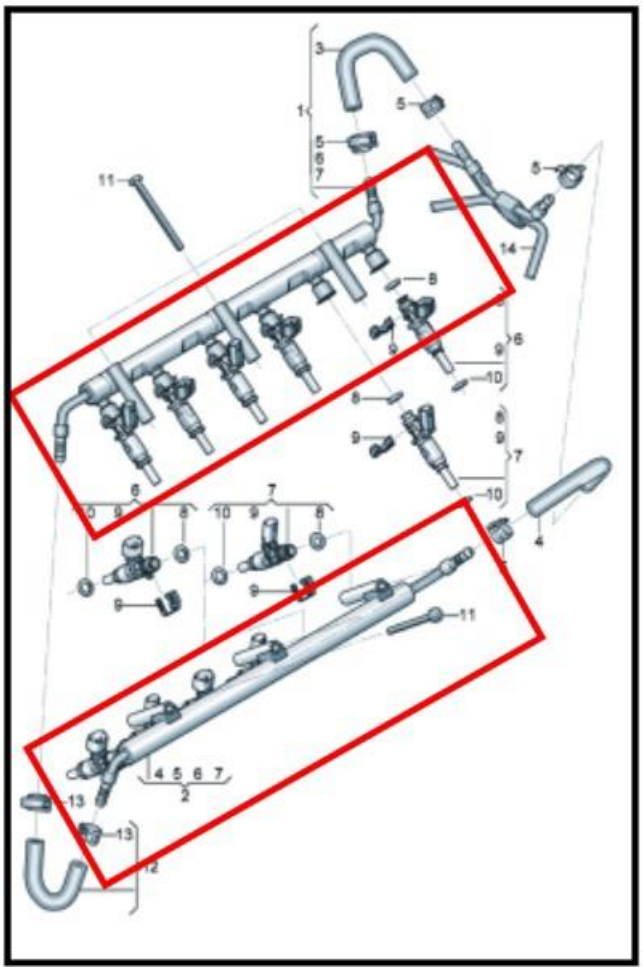

Figure 3

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**

Due to the varying issues which may be evident/found regarding individual complaints, the operative must refer to the Labour operations section of Elsa pro when making a Warranty claim for any other repair work not listed within the section

Parts information

Refer to the ETKA parts catalogue

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