

## Technical product information

<b>Topic</b>	Coolant fan operation check - Coolant high warning within the Drivers Information Panel (DIP) - W12 only
<b>Market area</b>	United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2073360/1
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
engine -> cooling system	functionality	
engine -> cooling, lubrication -> radiator fan control	functionality -> defective function sequence	

## Vehicle data

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

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31EB	2024	E		*	*	*
3S41EB	2024	E		*	*	*
ZG21BB	2024	E		*	*	*
ZG26BB	2024	E		*	*	*

## Documents

Document name
master.xml

### Customer statement / workshop findings

Cooling fan is not spinning / operating

Coolant temperature high, warning within the Drivers Information Panel (DIP)

#### DANGER

The radiator cooling fan can **START** at any time! **SERIOUS** injury can result! Do Not attempt to touch, rotate or spin the cooling fan

### Technical background

In the event the issue is evident the operative should conduct the instructions within the Measure section of this TPI

#### DANGER

The radiator cooling fans can **START** at any time! **SERIOUS** injury can result! Do Not attempt to touch, rotate or spin the cooling fan

### Production change

-

### Measure

#### DANGER

The radiator cooling fans can **START** at any time! **SERIOUS** injury can result! Do Not attempt to touch, rotate or spin the cooling fan

#### NOTICE

Ensure the vehicle is parked in a well ventilated area

#### NOTICE

Ensure suitable exhaust extraction if fitted to the vehicle

#### NOTICE

Ensure the vehicle is not parked in an area which is close to flammable materials

#### CAUTION

Before starting this procedure the engine coolant must be cold (ambient temperature)

- 1) Connect a suitable 12 volt battery charger to the vehicle - Refer to Rep.Gr 27
- 2) Connect a suitable diagnostic machine to the vehicle
  - Carry out a Guided Fault Finding check (GFF)
- 3) Referring to Figure 1 - Select A/C MAX as shown



Figure 1

4) Select the Measured values shown in Figure 2 - IDE00025 - IDE04083 and IDE00380

Allow the engine to idle until the coolant temperature (IDE00025) is between 90 and 93 Degrees Celsius (Point A)

Measured value name	ID	Value
▼ Coolant temperature	IDE00025	92 °C
---	MAS00194	
▼ Coolant temperatures	IDE04083	
▼ Supported measurement values	MAS03306	
Coolant temperature sensor 1	MAS03426	installed
Coolant temperature sensor 2	MAS03427	installed
Coolant temperature sensor 1	MAS03426	91 °C
Coolant temperature sensor 2	MAS03427	91 °C
▼ Coolant fan 1, activation	IDE00380	
---	MAS00194	38.27 %

Search

Figure 2

ⓘ Referring to (Point B) the operative should monitor (IDE00380) Coolant fan 1, activation

**⚠ The Coolant fan 1, activation should be a minimum of 15%**

The radiator cooling fans can START at any time! SERIOUS injury can result! Do Not attempt to touch, rotate or spin the cooling fan

5) Referring to Figure 3 (Rear of radiator cowl) - Visually check the cooling fan is spinning / operating

~~The operative should observe the fan for a total of 60 seconds as the fan will start and stop depending on engine coolant temperature~~

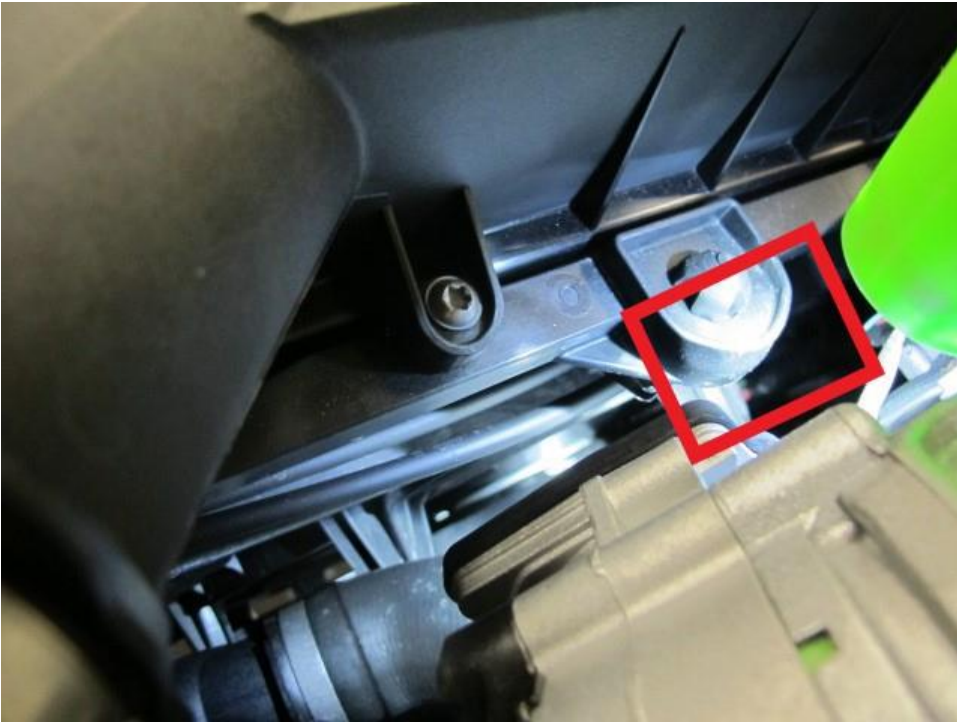


Figure 3

**NOTICE**

In the event the Coolant fan is not spinning the operative must take a clear and continuous video which shows the fan is not spinning / operating

6) Switch off the engine immediately and allow the engine to cool down

Raise a technical DISS query ensuring the following is attached:

- Clear description of the issue
- Clear and continuous video containing the following:
- Coolant fan not spinning
- ODIS Measured values
- Diagnostic log (saved online) which includes all of the requested Measured values (Figure 2)

**NOTICE**

**IMPORTANT NOTE TO PRODUCT SUPPORT ON RECEIPT OF A QUALIFYING DISS QUERY:**

The DISS query MUST be second levelled to the Powertrain Senior Engineer, please wait for a response from the Powertrain Senior Engineer before responding to the retailer operative

**Warranty accounting instructions**

Warranty type 110 or 910

Damage service number 19 01

Damage code 00 55

**Labour**

**Time to monitor the coolant temperature / fan operation**

Labour Operation Code 01 50 00 00

Time As per the ODIS log (Must not exceed 30 TU)

**Time to conduct the instructions provided by Product support via the open DISS query (Cooling fan not spinning / operating)**

**NOTICE**

The Labour Operation code below must only be claimed if permission has been granted from Product Support via a technical DISS query

Labour Operation Code 01 51 00 00

Time As per the ODIS log (Must not exceed 50 TU)

### Customer information

**Note:** In normal driving conditions for example, driving at 60 mph with the coolant at 90 Degrees Celsius the air flow will be sufficient to keep the coolant at the required temperature

However

Should the coolant temperature exceed 125 Degrees Celsius, the engine control unit will activate the cooling fan