

Technical product information

Topic	Coolant fan operation check - Coolant high warning within the Drivers Information Panel (DIP) - W12 only
Market area	United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2073360/4
Level	EH
Status	Approval
Release date	

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

Coolant fan operation check - Coolant high warning within the Drivers Information Panel (DIP) - W12 only

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

TPI revision history - 2073360/3

The following changes have been made:

- All DTC's must be cleared before conducting the instructions
- A/C must be switched off from step 3
- Idle coolant temperature threshold has now increased from 90 - 93 Degrees Celsius to 106 - 110 Degrees Celsius (as detailed in Step 3)

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) With the ignition switched off - Check the coolant fan connector is located correctly within the keeper as shown in Figure 1



Hint: Figure 2 shows the connector not located correctly within the keeper, in this scenario the connector must be fitted into the keeper as shown in Figure 1

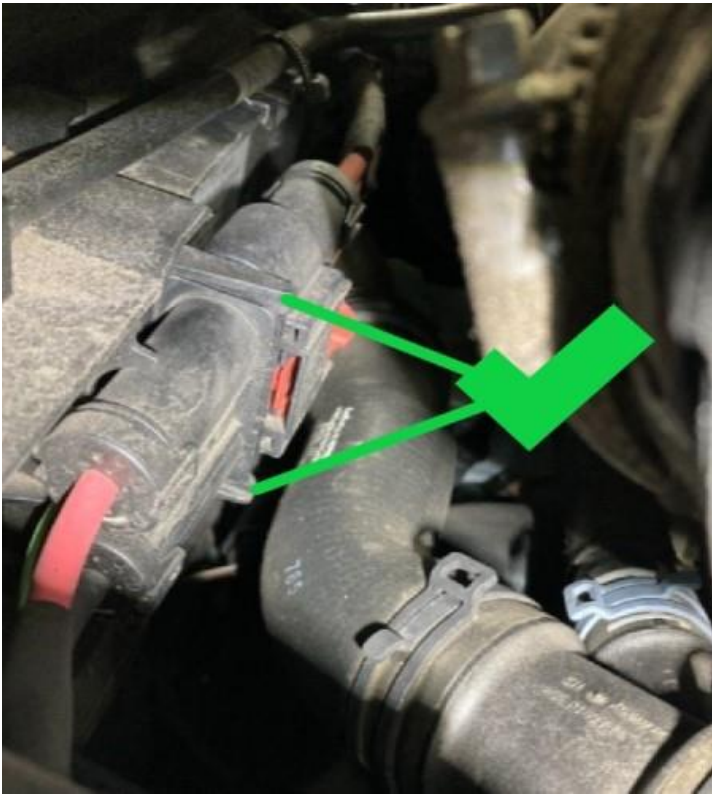


Figure 1



Figure 2



In the event the connector was not located within the keeper please raise a technical DISS query ensuring a photograph of the issue is attached

- Referring to Figure 3 - Check the coolant fan electrical connection is plugged in / connected



Figure 3



In the event the coolant fan electrical connection was not plugged in / not connected please raise a technical DISS query ensuring a photograph of the issue is attached

2) Connect a suitable 12 volt battery charger to the vehicle - Refer to Rep.Gr 27

- Connect a suitable diagnostic machine to the vehicle
- Carry out a Guided Fault Finding check (GFF)
- Erase all DTC's before continuing

3) Referring to Figure 4 - Switch the A/C OFF

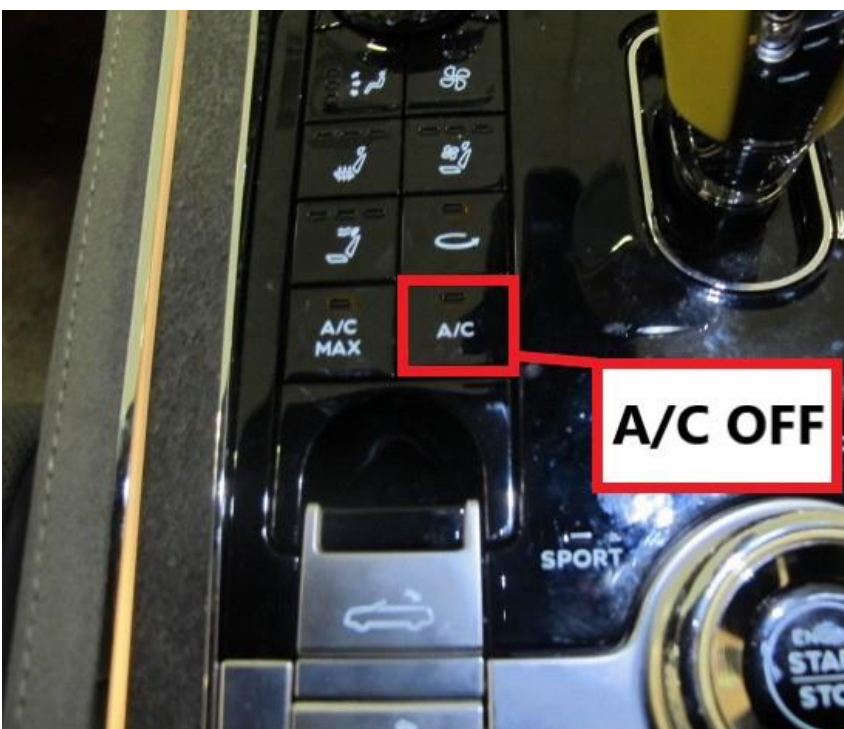


Figure 4

4) Select the Measured values shown in Figure 5 - IDE00025 - IDE04083 and IDE00380

- Allow the engine to idle until the coolant temperature (IDE00025) is between 106 and 110 Degrees Celsius (Point A)

Read measured values

Measured value name	ID	Value
▼ Coolant temperature	IDE00025	
---	MAS00194	107°C
▼ 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 5

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

NOTICE

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

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

5) Referring to Figure 6 (Rear of radiator cowl) - Visually check the cooling fan is spinning / operating

NOTICE

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

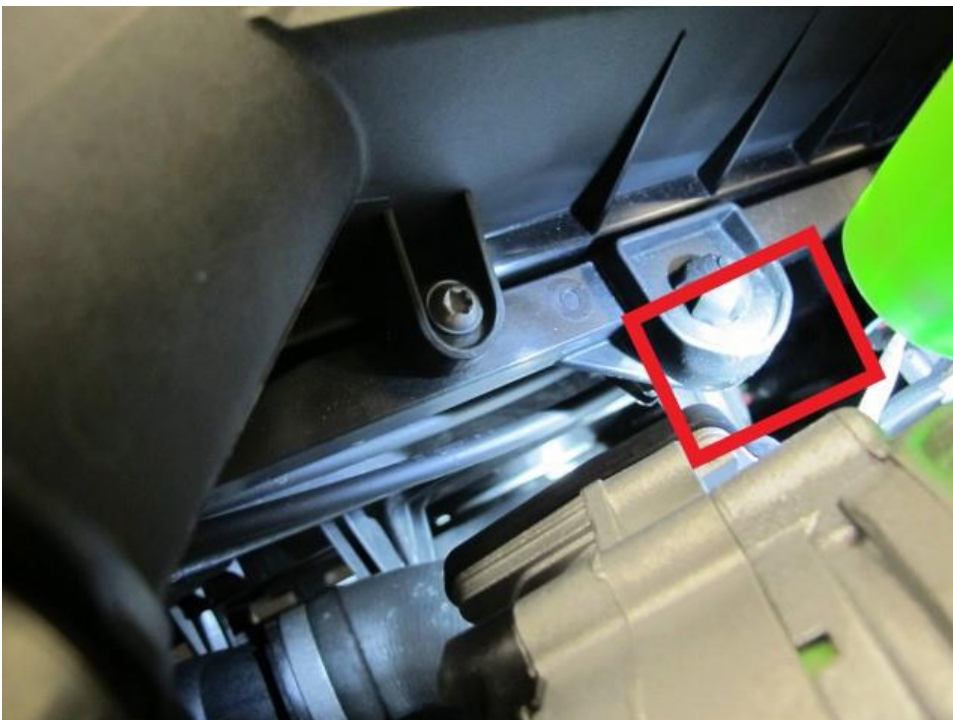


Figure 6

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 5)

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 26

Time to conduct (Step 1)

Labour

Labour Operation Code 97 09 01 01

Time 10 TU

Time to monitor the coolant temperature / fan operation (Steps 2 through to 6)

Labour

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

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 at maximum speed