Technical Service Bulletin

Topic	Bentayga and New Flying Spur Hybrid - DTC P103A00 evident - Engine Oil Fuel Portion Too High
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),Russian Federation 935 Volkswagen Group RUS (6935),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2062365/5
Level	EH
Status	Released for publishing
Release date	Mar 4, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0001 - Engine electronics	P103A00: Engine oil Fuel portion too high		static
0001 - Engine electronics	P103A00: Engine oil Fuel portion too high		Intermittent

New customer code

Object of complaint	Complaint type	Position
engine -> lubrication system -> engine oil	component, automotive fluids -> too much	

Vehicle data

Bentayga and New Flying Spur 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		*	*	*
4V14F9	2024	E		*	*	*
4V14F9	2025	E		*	*	*
4V15F9	2024	E		*	*	*
4V15F9	2025	E		*	*	*
ZG23GB	2022	E		*	*	*
ZG23GB	2023	E		*	*	*
ZG23GB	2024	E		*	*	*
ZG25GB	2024	E		*	*	*

Documents

Document name
master.xml

Condition

Customer statement

- Warning message within the DIP
- The message asks the customer to 'warm up engine' accompanied by a yellow warning (Figure 1) No other symptoms are experienced.

Figure 1

Workshop findings

- DTC P103A00 evident - Engine Oil Fuel Portion Too High (Figure 2)

Figure 2

- Smell of fuel in the engine oil

Technical Background

The warning is caused by the level of unburnt fuel in the engine oil. This value is calculated by the Engine Control Module (ECM) and is based on the driver usage pattern

The more cold starts the Internal Combustion Engine (ICE) is exposed to the higher the chance of fuel making its way into the engine oil via the cylinders

When the fuel calculation reaches the pre-programmed amount this then causes the DTC to be triggered

Production Solution

Not applicable

Service

Using ODIS – Navigate and read the following values:

- **IDE10063 – Engine oil current value *NOTE: Must be 100% or less other wise the DTC cannot be deleted***
- **IDE09531 - Total mass of gasoline and alcohol in the oil (Level of fuel within the engine oil - Calculated by the ECM) *NOTE:* If the value is larger than > 250 grams, the error cannot be deleted.**

1) The operative should navigate to and read the following IDE values using ODIS

- A screen shot showing all requested IDE values should be added to a new or existing DISS query to enable any future diagnosis concerns

Required IDE values

Engine_oil_level_history_9	IDE10072
Engine oil temperature	IDE00196
Engine_oil_level_actual_value	IDE10063
Fuel_mass_flow_degassing_from_engine_oil	IDE09529
Engine_oil_level_history_1	IDE10064
Oil_level_measurement_minimum_value_percent	IDE11268
Engine_oil_level_history_3	IDE10066
Oil_level_measurement_refill_quantity	IDE12748
Fuel_mass_in_engine_oil	IDE09531
Engine_oil_level_test_procedure_1_qualification	IDE11302
Engine_oil_level_test_procedure_2	IDE10581
Engine_oil_level_history_8	IDE10071
Oil_level_measurement_compensated_minimum_value	IDE14153
Engine_oil_level_test_procedure_1	IDE10580
Oil_level_and_oil_temperature_sensor_sump_temperature	IDE06570
Engine oil level	IDE00151
Engine_oil_level_test_procedure_3_qualification	IDE11303
Engine_oil_level_volume_factor	IDE10732
Number_Of_Engine_Start_Manuell	IDE02756
Engine_oil_level_history_6	IDE10069
Fuel_percentage_by_vaporisation_from_engine_oil	IDE04820
Number_Of_Engine_Start_Automatic	IDE02757
Engine_oil_level_history_5	IDE10068
Engine_oil_level_test_procedure_3	IDE10582
Oil_level_measurement_compensated_maximum_value	IDE14152
Engine_oil_level_history_4	IDE10067
Oil_level_measurement_maximum_value_percent	IDE11267
Engine_oil_level_history_7	IDE10070
Engine_oil_level_history_2	IDE10065

2) Referring to the Rep.Gr 17- Check the engine oil level *NOTE: Ensure the method within Rep.Gr 17 is followed*

- IMPORTANT: In the event the engine oil level is deemed as excessively high, the oil level should be reduced/corrected - Refer to Rep.Gr 17 - Drain the required amount of engine oil to adjust the oil level to specification

IMPORTANT: Always ensure a new drain plug is fitted

3) Drive the vehicle in SPORT mode for 30 KM (***Observing all local speed limits***) with enthusiastic driving to reduce the fuel MWB value (IDE09531) to less than 50 grams

In the event the MWB value (IDE09531) cannot be reduced lower than 50 grams, please raise a DISS query and await further instruction prior to conducting any further work

- In the event the MWB value (IDE09531) has been successfully reduced (Lower than 50 grams) Erase the applicable DTC's

4) Referring to Rep.Gr 17- Check the engine oil level is correct post road test to confirm any evaporated fuel has not reduced the oil level

Warranty

Time to check engine oil level

Warranty type 110 or 910

Damage service number 17 01

Damage code 00 34

Labour

Labour operation code 17 01 01 01

Time 20 TU's

GFF/Guided Functions

Labour

Labour operation code	01 50 00 00
Time	As per ODIS log must not exceed 30 TU's

Road test

Labour operation code	01 21 00 00
Time	50 TU's

Required Parts and Tools

Refer to the ETKA parts catalogue