

Technical Service Bulletin

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|------------------------|--|
| Topic | AC System not cooling - HVAC Refrigerant leaks Bentayga Series 17 - 25MY |
| Market area | Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796) |
| Brand | Bentley |
| Transaction No. | 2078164/1 |
| Level | EH |
| Status | Released for publishing |
| Release date | Jun 18, 2025 |

New customer code

| Object of complaint | Complaint type | Position |
|---|----------------|----------|
| climate control -> ventilation, air distribution | functionality | |
| climate control -> parking heating, parking cooling | functionality | |
| climate control -> ventilation, air distribution | leaks | |
| climate control -> heating, cooling | functionality | |

Vehicle data

Bentayga Series 17 - 25 Model Year

Sales types

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| 4V1* | 2017 | E | | * | * | * |
| 4V1* | 2018 | E | | * | * | * |
| 4V1* | 2021 | E | | * | * | * |
| 4V1* | 2022 | E | | * | * | * |
| ZV1* | 2025 | E | | * | * | * |
| 4V1* | 2019 | E | | * | * | * |
| 4V1* | 2020 | E | | * | * | * |
| 4V1* | 2025 | E | | * | * | * |
| 4V1* | 2023 | E | | * | * | * |
| 4V1* | 2024 | E | | * | * | * |
| ZV1* | 2024 | E | | * | * | * |
| ZV1* | 2023 | E | | * | * | * |

Documents

| Document name |
|----------------------------|
| master.xml |

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Condition

Customer may report that the air conditioning system is not cooling effectively.

Leak detection may reveal refrigerant escaping from components such as:

- Expansion Valve
- O-rings
- Refrigerant Joint lines.

Technical Background

AC cooling issues may be caused by refrigerant leaks at the O-rings or the expansion valve. Degradation can occur to these parts over time. Replacing only the leaking component, usually O-rings is often sufficient to rectify the problem.

Production Solution

Not applicable

Service



Before conducting any work on the HVAC system the operative MUST refer to the following within Rep.Gr 87

- Refrigeration system - Safety and general information
- Refrigerant oil - Special instructions
- Refrigeration system - To discharge and charge

IMPORTANT TIP: When a HVAC line/connection has been opened the operative MUST always cap/bung the applicable port using a suitable cap/bung

After leak detection, carry out the following repair conditions:

1. Conduct HVAC sniffer test to detect potential refrigerant leaks around refrigerant lines and fittings shown in figure 1.
 2. If leak is detected at or near the expansion valve (10) see ETKA diagram in figure 1.
- Replace the O-rings and expansion valve, depending on the condition and source of the leak. Refer to ElsaPro Repair Group 87 'Expansion Valve Remove and Install'.
 - Document the leak via video showing the exact leak location on the vehicle. Include on a Technical DISS ticket with a snippet from ETKA to show leaking are and part reference part number replaced.
 - Recharge/Refill the AC system per factory specifications. Refer to ElsaPro Repair Group 87 'Refrigerant Drained and Filled'.

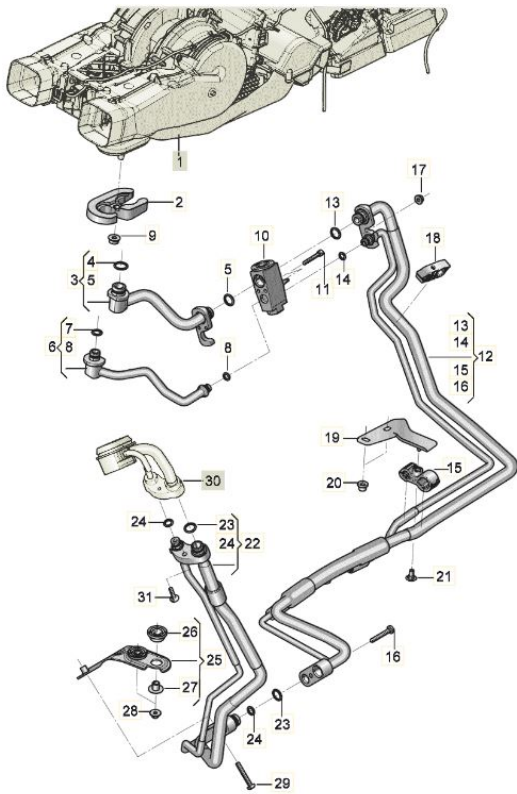


Figure 1

3. If leak is found at refrigerant line joints (6, 3, 22, or 12) see ETKA diagram in figure 1.

- Replace O-rings and refrigerant line joints only where the leak is present. Refer to ElsaPro Repair Group 87 'Front / Rear Condenser pipe Remove and Install'.
- Document the leak via video showing the exact leak location on the vehicle. Include on a Technical DISS ticket with a snippet from ETKA to show leaking area and part reference number replaced.
- Recharge/Refill the AC system per factory specifications. Refer to ElsaPro Repair Group 87 'Refrigerant Drained and Filled'.

Warranty

Warranty Type 110 or 910

Damage Service Number 87 01 – Air Conditioning Check

Damage Service Number 87 03 – Refrigerant drained and filled

Damage Service Number 87 70 – Expansion Valve remove and install

Damage Service Number 87 70 – Front / Rear Condenser pipe Remove and Install

Damage Code 00 50

Labour

Air conditioning Check

Labour operation code 87 01 01 20

Time 50 TU

Refrigerant drained and Filled

Labour operation code 87 03 17 00

Time 60 TU

Expansion Valve Remove and Install

Labour operation code 87 70 19 00

Time 180 TU

Front / Rear Condenser pipe Remove and Install

Labour operation code 87 42 19 00

Time 190 TU



In the event that any parts are required to be replaced please refer to the warranty accounting instructions with Elsa pro this is due to the numerous vehicle specification and symptom scenarios.

NOTICE

All HVAC related claims will be checked by the Warranty team, any claims which are not deemed as applicable will be cancelled. In the event that parts are replaced parts without the required attachments or the parts are found to be not at fault warranty claims will be liable for rejection

Required Parts and Tools

| Part Name | Part Number |
|--------------------|--|
| O-rings (Set of 2) | 4E0 260 749 A/B |
| Expansion Valve | 4M0 816 181 A |
| Refrigerant Lines | 4M0 816 885 F/G 4M0 816 727 D 4M0 816 725 D 4M0 816 886 A (Location dependant) |

Always refer to ETKA parts Catalogue