Technical Service Bulletin

Topic	DTC P0C4700 – Hybrid/High Voltage Battery Coolant Pump | Continental GT/GTC/Flying Spur | 25-26MY
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2079041/1
Level	EH
Status	Released for publishing
Release date	Sep 19, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
008C - Hybrid battery management	P0C4700: Hybrid/EV Battery Pack Coolant Pump "A" Control Circuit/Open		static
008C - Hybrid battery management	P0C4700: Hybrid/EV Battery Pack Coolant Pump "A" Control Circuit/Open		Intermittent

New customer code

Object of complaint	Complaint type	Position
power, vehicle electrical system, data transfer -> power supply -> high-voltage battery	control modules, services -> error message	

Vehicle data

Continental GT/GTC & Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

Documents

Document name
master.xml

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Condition

Customer findings

Customer reports an electrical malfunction resulting in the vehicle being unable to start or drive.

Workshop Findings

Workshop diagnostics reveal the following DTCs stored in the Battery Monitoring Control Module (Address 008C):

- **P0C4700** – Hybrid/High Voltage Battery Coolant Pump Control 1 Electrical Failure
- **P0C4700** with symptom 20516 – Hybrid/EV Battery Pack Coolant Pump "A" Control Circuit/Open

These faults relate to the power and control circuit of the HV battery coolant pump (V590), which can prevent drive readiness and inhibit vehicle start.

In the event the issue is as described within the Customer statement/Workshop findings section, refer to the instructions within the Measure section of this TPI

Technical Background

The HV battery coolant pump (V590) ensures thermal regulation of the high-voltage battery system.

The DTCs indicate an electrical fault or open circuit in the control path.

If the pump fails to operate, the vehicle may inhibit drive functionality to protect the HV battery from overheating.

Production Solution

Not applicable

Service

CAUTION

VERY IMPORTANT: This vehicle uses a High voltage system and MUST only be worked on by suitably qualified personnel.

DANGER

VERY IMPORTANT: Please ensure all guidelines within the repair manual are strictly followed before and whilst conducting any work on vehicles with a High voltage system

1. Referring to ElsaPro Rep.Gr 93 - Carry out an Inspection and classification of the Hybrid battery unit AX1

VERY IMPORTANT: In the event that the classification result of the battery is 'Normal' the operative should conduct the remaining steps of this TPI from step 2

However

If the classification result of the battery is either 'Danger' or 'Warning' then move the car to the quarantine area and raise a DISS immediately, the operative MUST NOT continue with any other work unless instructed via the open DISS query

2. Referring to ElsaPro Rep.Gr 19 - Check the High Voltage coolant reservoir level

Referring to ElsaPro Rep.Gr 19 - Confirm there are no coolant leaks on the high voltage coolant system and perform a pressure test of the system.

In the event a coolant leak is identified, the operative must respond via the open DISS query and await feedback before conducting any further work.

Or

Should no issues be found the operative should proceed with step 3.

3. Check the integrity of the fuse to the HV coolant pump (SE7-10A) that feeds V590 from the relay

   a. If the Fuse is OK, move to step 4.

   b. If the fuse is blown, check the circuit integrity from T8tw pin 5 to T14bp pin 10. Specifically look for chafing / abrasion of the wiring loom at the rear most upper suspension arm (Rear Left Suspension).

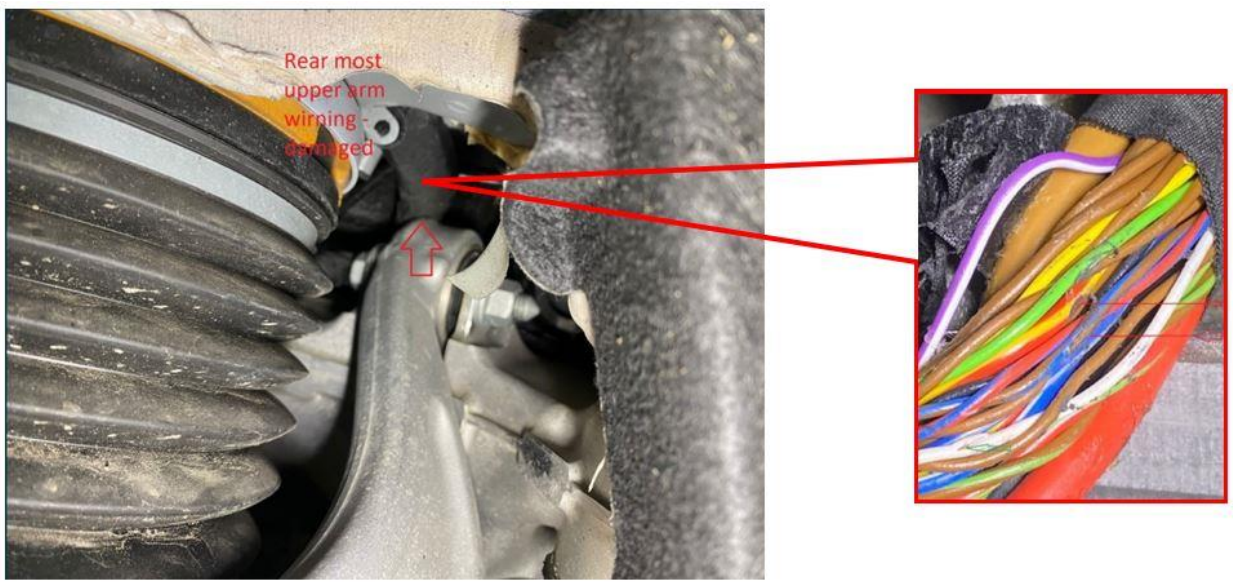

Figure 1. *Wiring harness abrasion / chafing check*

c. Referring to ElsaPro Rep.Gr 97- Repair and insulate the wiring harness.

d. Replace the fuse (SE7-10A).

4. Check the connections at the relay J1156 (Located in the rear boot area with the label “646”).

a. Check all pins to the relay are secure

b. Check their drag and see if any are loose – If any issues are found repair accordingly.

5. Run a full diagnostic log and check If DTC’s are present in 8C Battery Regulation Control unit.

a. If any faults remain continue investigations.

b. If no faults remain, Conduct a short road test - Check to confirm issue is now resolved by driving the vehicle in EV Drive mode.

c. Raise a full technical ticket informing Bentley product support of the findings and release the car back the customer.

Warranty

Due to numerous possible symptoms which could be evident, please refer to Labour operations section within Elsa pro for all applicable codes/times

Each claim will be reviewed individually by the Bentley Warranty team.

A claim cap of 320TU applies supporting evidence must be provided to justify claims approaching this limit.

Required Parts and Tools

Any part numbers quoted within this TPI are correct at the time publishing, always refer to the ETKA parts catalogue.

In the event that the high voltage coolant system Anti tamper lock for the high voltage coolant reservoir cap was removed please ensure the lock is always replaced as per the ETKA parts catalogue