

Technical Service Bulletin

Topic	AC System not Cooling - HVAC Evaporator leak Continental GT/GTC/Flying Spur 18 - 26MY
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078190/3
Level	EH
Status	Released for publishing
Release date	Oct 8, 2025

New customer code

Object of complaint	Complaint type	Position
climate control -> ventilation, air distribution	leaks	

Vehicle data

Continental GT/GTC 18-26MY & Flying Spur 20-26MY

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
Z23*	2025	E		*	*	*

Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml
evaporator_leakage.pdf

Condition

Customer Statement

The customer may find that the A/C system not blowing cold air and / or Cooling performance has declined over time.

Workshop findings:

The following conditions may be present in workshop findings based on customer complaint:

- No refrigerant recovered during system evacuation.
- Leak detected in the rear A/C unit using electronic sniffer tool.
- Visible refrigerant lek at the evaporator core.
- No leaks at pipe connections, expansion valve, or drain hose.

Technical Background

The evaporator may develop leaks due to corrosion or component fatigue. However it is essential to inspect all connections before confirming evaporator failure. This TPI also acts as a Guide for diagnosis for AC Evaporator leakage complaints.

Replace the Evaporator only after leak testing with standard diagnosis methods as per workshop manual and leakage diagnosis flowchart referenced in the measure section.

Production Solution

Improved parts are implemented in Series Production.

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

Refer to the attached and figure 1 below for process flow for confirmation of leakage from Evaporator.

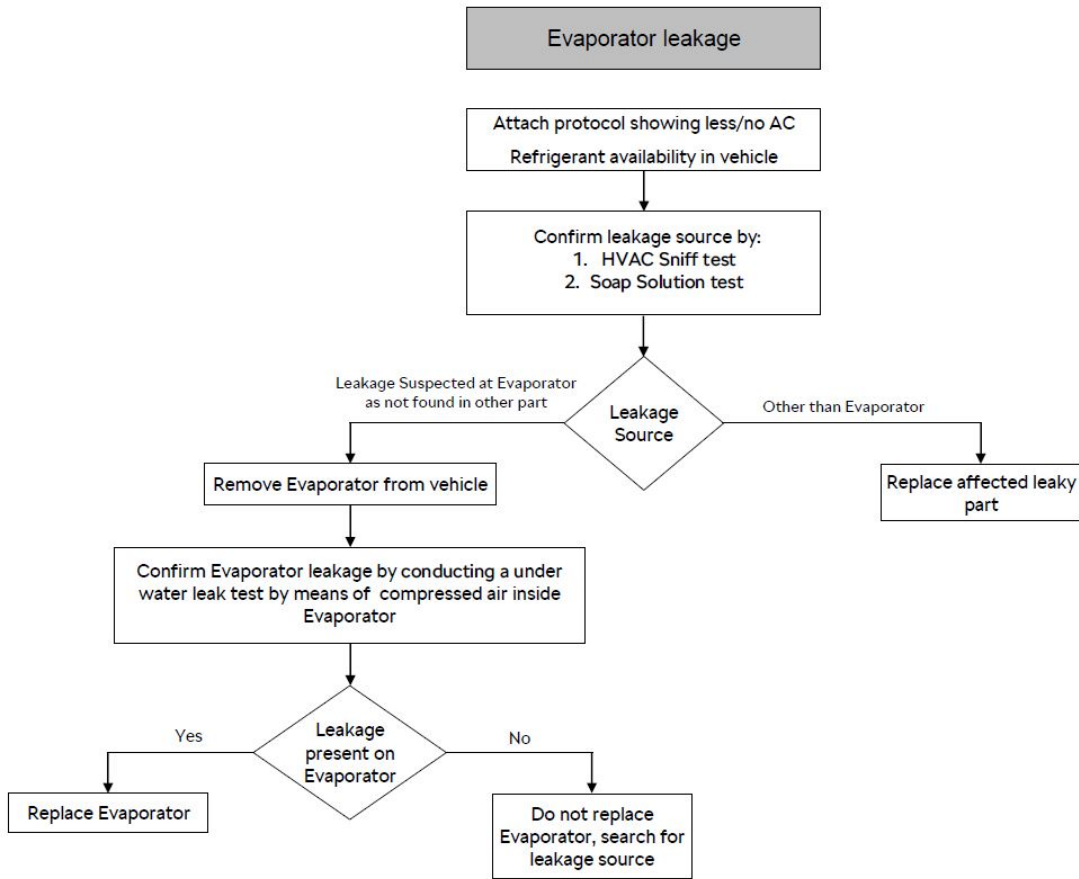


Figure 1

1. Confirm the leakage source by performing a HVAC sniffer test around the evaporator, accessible refrigerant lines and fittings, a soap solution test is also required.

2. If leak is suspected at the evaporator:

- Remove the rear HVAC unit. *Refer to ElsaPro Rep. Gr 87*
- Inspect evaporator core and all connections.
- Take clear photos showing the leak.

3. If no visible leak at the evaporator:

- Inspect pipe joints, expansion valve, and drain.
- If no fault is found and leak persists, replace the evaporator.

4. If suspected that the evaporator is leaking:

- Remove the evaporator and housing assembly. *Refer to ElsaPro Rep. Gr 87*
- **Confirm evaporator leakage by a underwater leak test by means of compressed air inside the Evaporator.**
- Raise a full Technical DISS query and include a video of the underwater leak test being performed and the result.
- Renew all seals and 'O rings'

- Vacuum test and recharge system.
- Verify A/C performance.

Warranty

Warranty Type 110 or 910

Damage Service Number 87 60 – Evaporator

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 50 TU

Hot / Fresh Air Box remove and Install

Labour operation code 85 15 19 00

Time 1220 TU

Evaporator Remove and Install

Labour operation code 87 60 19 50

Time 60 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
Evaporator (with housing)	971260122A

Always refer to ETKA Parts Catalogue

