

# Technical Service Bulletin

<b>Topic</b>	HVAC failing to cool   DTC B16A1F0 in diagnostic address 00C5   Bentayga Series (Hybrid)   23MY - 25MY
<b>Market area</b>	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),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2071190/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Dec 10, 2025

## Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
00C5 - Thermal management	B16A1F0: Refrigerant shut-off valve Icing - water load too high		static
00C5 - Thermal management	B16A1F0: Refrigerant shut-off valve Icing - water load too high		Intermittent

## New customer code

Object of complaint	Complaint type	Position
climate control -> heating, cooling -> climate control unit cooling output -> A /C compressor control	functionality -> no function	

## Vehicle data

### Bentayga - 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		*	*	*
4V14F9	2026	E		*	*	*
4V15F9	2025	E		*	*	*
4V15F9	2026	E		*	*	*

## Documents

<b>Document name</b>
<a href="#">master.xml</a>

## Condition

### Customer statement

HVAC system is not cooling

### Workshop findings

DTC B16A1F0 - Refrigerant shut-off valve Icing - water load too high, evident within diagnostic address 00C5

## Technical Background

Upon receipt of a customer complaint relating to HVAC system not cooling and DTC B16A1F0 is evident, please refer to the Measure section of this TPI

## Production Solution

The procedure within the manufacturing process has been reviewed and changed as part of the Bentley Motors continuous improvement policy

## Service



### WARNING

This vehicle uses a High voltage system and **MUST** only be worked on by suitably qualified personnel



### CAUTION

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 Rep.Gr 44 - Remove the left hand front wheel
- 2) Referring to Rep.Gr 66 - Remove the left hand front foremost wheel arch liner
- 3) Remove (x3) speaker box fixings (5Nm)
  - Disconnect the speaker box electrical connector
  - Remove the speaker box
- 4) Access can now be gained to the required connector plugs - Figure 1 shows G826 and G395 with the connector plugs fitted incorrectly
  - Low pressure sender G826 connector plug with 4 wires **(Incorrect)**
  - High pressure sender G395 connector plug with 3 wires **(Incorrect)**

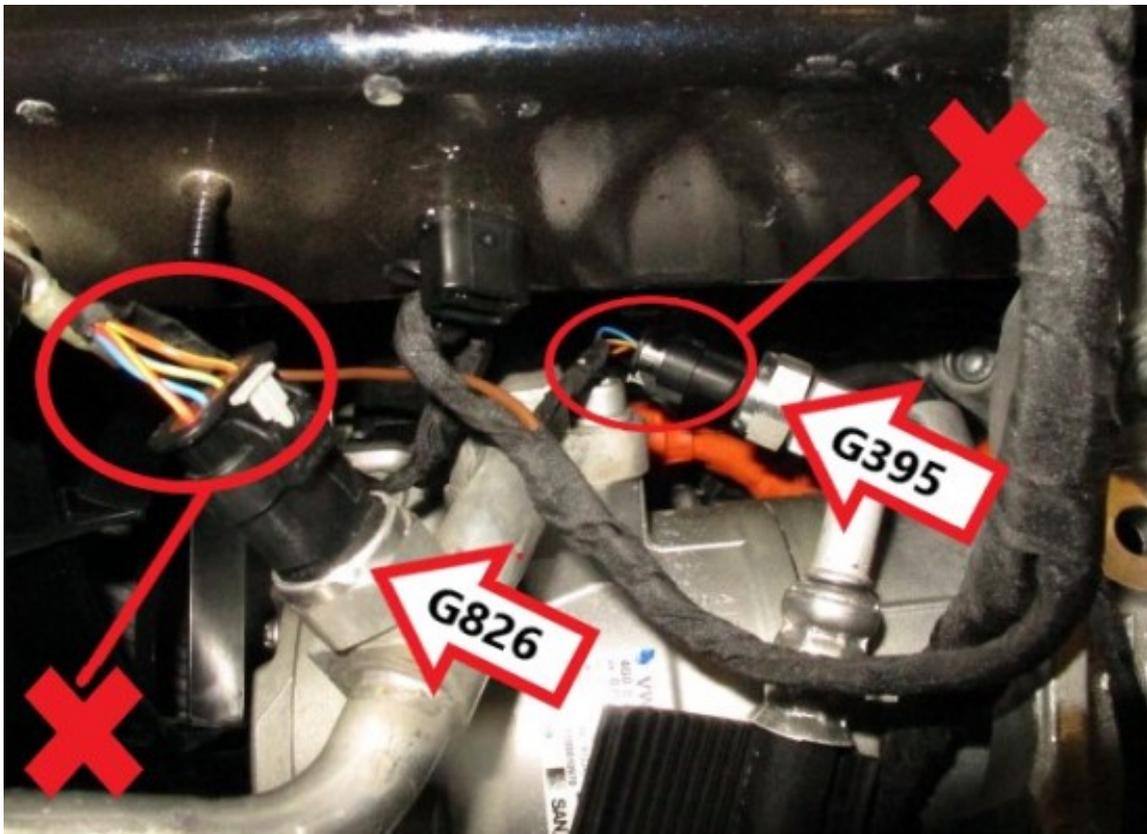


Figure 1

**NOTICE**

In the event the pressure sender connector plugs are fitted incorrectly the plugs should be disconnected and refitted correctly as shown in Figures 2 and 3

- Figure 2 shows G826 and G395 connector plugs fitted correctly
- Low pressure sender G826 connector plug with 3 wires (**Correct**)
- High pressure sender G395 connector plug with 4 wires (**Correct**)

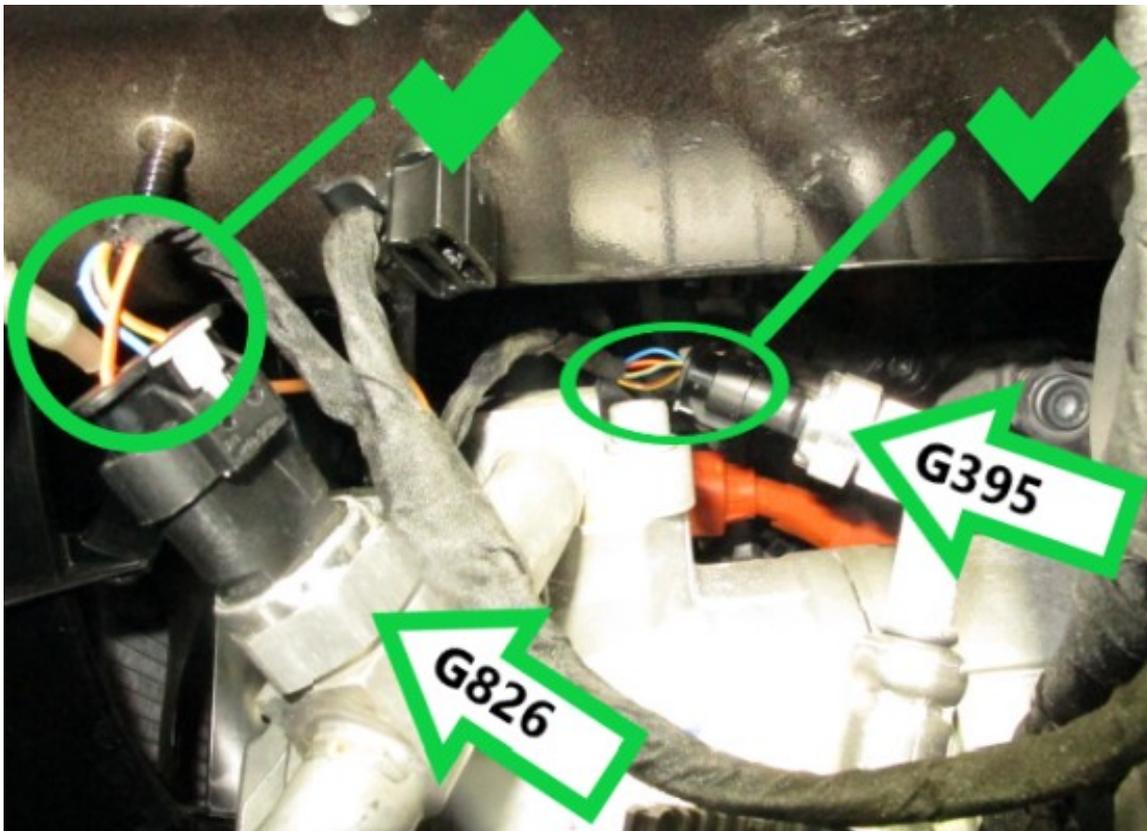


Figure 2

Hint: Figure 3 shows G826 and G395 as per the applicable Current Flow Diagram (Correct)

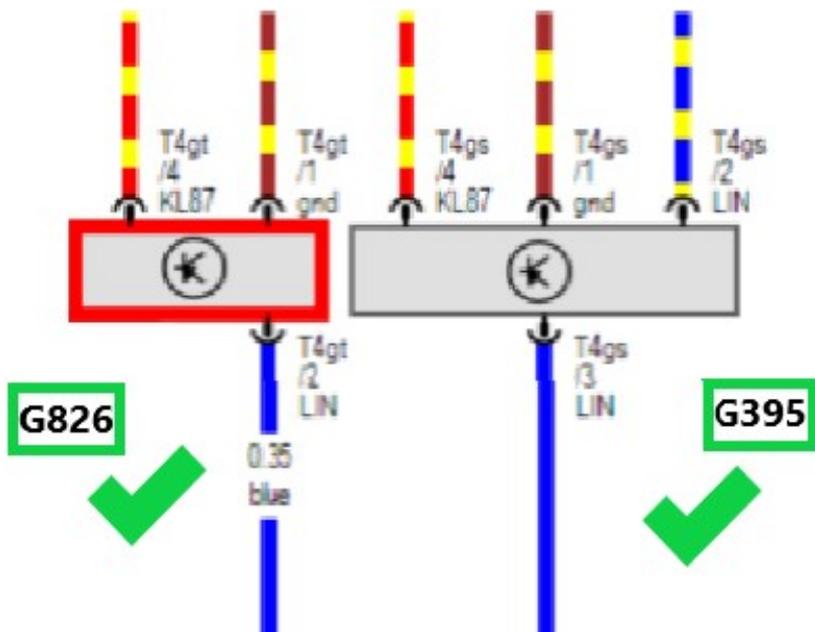


Figure 3

5) Once the orientation of the connector plugs is correct - Refit all previously components

6) Check the HVAC system is operating to specification

**NOTICE**

Road test must not be conducted, the HVAC operation can be checked statically without conducting a road test

**Warranty**

Warranty type - 110 or 910

Damage Service Number 97 97

Damage Code 00 12

**Labour**

**ODIS diagnostic time**

Labour Operation Code 01 50 00 00

Time As per ODIS log (Must not exceed 10 TU)

**Time to disconnect and reconnect (x2 plugs) G826 and G395 to correct orientation**

Labour Operation Code 87 09 01 00 (Use 99 index until 14/09/23)

Time 80TU



**NOTICE**

**Road test must not be conducted, the HVAC operation can be checked statically without conducting a road test, any warranty claims which include a road test will be cancelled**