

Technical Service Bulletin

Topic	AC System not Cooling - HVAC Leakage
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2078190/4
Level	EH
Status	Released for publishing
Release date	Jan 6, 2026

New customer code

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

Vehicle data

Continental GT/GTC 18-26MY

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		*	*	*

Flying Spur 20-26MY

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Bentayga Series 17-26MY

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*

Documents

Document name
master.xml
hvac_leakage_guidelines.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 leak at the evaporator core.
- Leaks at pipe connections, expansion valve, Schrader valves or drain hose.
- DTC's relating to low refrigerant (example – B10ABF0).

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



If there is a loss of =>150g of refrigerant in the system then the system should be drained and sniff test conducted using a suitable inert gas (dry nitrogen)

CAUTION

Refrigerant must never be discharged to atmosphere, and leak testing must not be performed using refrigerant gas; instead, use dry nitrogen for pressurization and confirm nitrogen sniff test compatibility with standard dealer equipment.

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

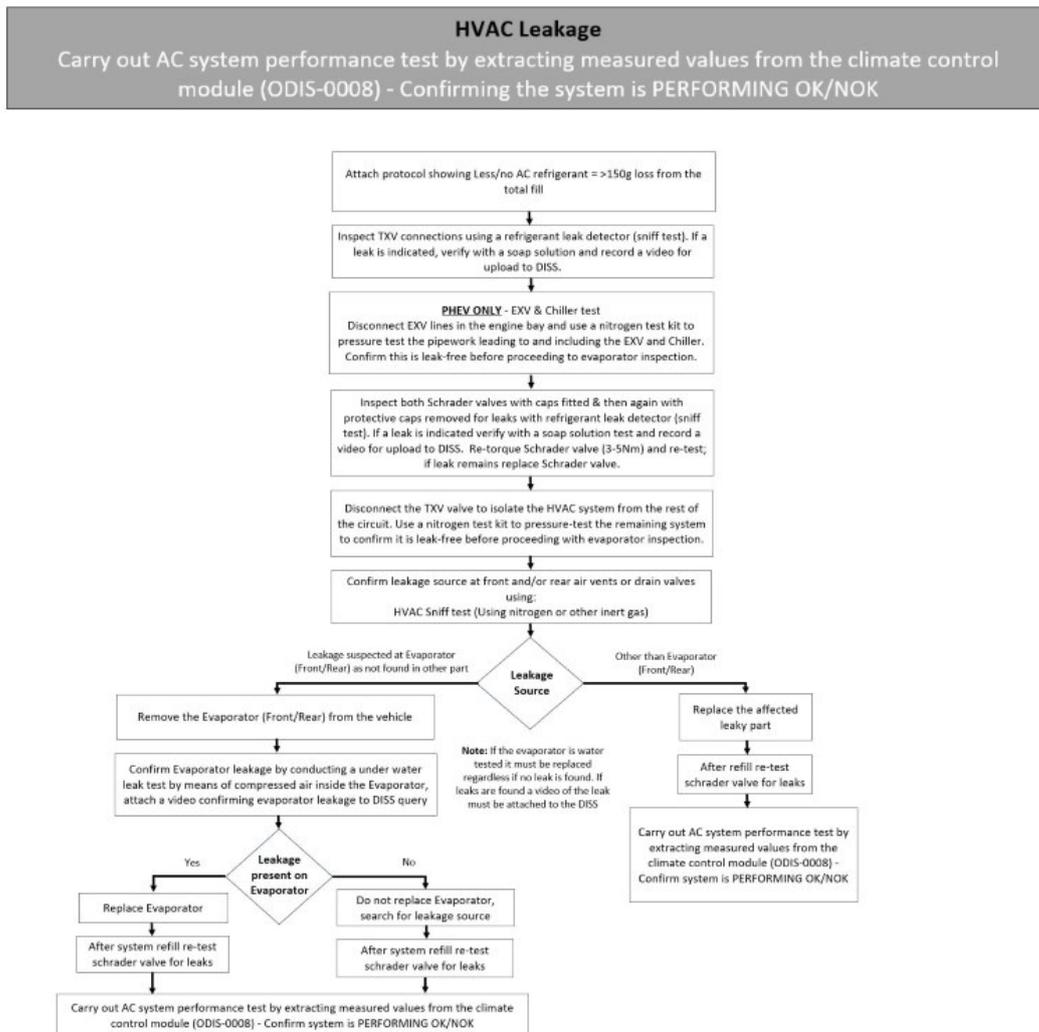


Figure 1

1. Confirm the leakage source by performing an HVAC sniffer test around the evaporator, accessible refrigerant lines, and fittings; additionally, conduct a soap solution test.

- Attach a video of any leak findings to the DISS report.

2. Check TXV connections, EXV, pipe lines & chiller using sniff test:

- If detected confirm with soap solution and attach video to DISS query.

3. Inspect both Schrader valves with caps fitted & then again with protective caps removed for leaks with refrigerant leak detector (sniff test).

- If a leak is indicated, verify with a soap solution test and record a video for upload attach video to DISS query.

4. Isolate HVAC from rest of system by disconnecting at TXV valve / EXV pipe lines

- Using nitrogen test kit, perform a pressure test on the rest of the (under bonnet) system and confirm okay before proceeding to evaporator investigation.

5. Only proceed to step 6 once steps 1-4 have been completed and reported.

6. 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. Attach a video confirming evaporator leakage to DISS query.**

NOTICE

If evaporator is water tested it must be replaced regardless if no leak is found. If leaking a video of leak must be attached to the DISS query.

- 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

HVAC Leakage

Carry out AC system performance test by extracting measured values from the climate control module (ODIS-0008) - Confirming the system is PERFORMING OK/NOK

