Connection offline

Technical product information

Topic	Loss of Cabin Heat During Engine Operation | Bentayga - V8
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081236/1
Level	EH
Status	Released for publishing
Release date	March 17 2026

New customer code

Object of complaint	Complaint type	Position
air conditioning -> heating, cooling	functionality	

Vehicle data

Bentayga – V8 Variants

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14D9	2018	E		DCUA	RWH	QUT
4V14D9	2019	E		DCUA	RWH	QUT
4V14D9	2020	E		DCUA	RWH	QUT
4V14D9	2021	E		DCUA	RWH	QUT
4V14D9	2022	E		DWRA	VNV	QUT
4V14D9	2022	E		DWRA	RWH	QUT
4V14D9	2022	E		DWRA	VNR	WDP
4V14D9	2022	E		DWRA	VNV	WDP
4V14D9	2022	E		DCUA	RWH	QUT
4V14D9	2024	E		DWRA	VNV	QUT
4V14D9	2024	E		DWRA	RWH	QUT
4V14D9	2024	E		DWRA	VNR	WDP
4V14D9	2024	E		DWRA	VNV	WDP
4V14D9	2025	E		DWRA	RWH	QUT

4V14D9	2025	E		DWRA	VNR	WDP
4V14D9	2025	E		DWRA	VNV	WDP
4V14D9	2025	E		DWRA	VNV	QUT
4V14D9	2026	E		DWRA	VNV	QUT
4V14D9	2026	E		DWRA	RWH	QUT
4V14D9	2026	E		DWRA	VNR	WDP
4V14D9	2026	E		DWRA	VNV	WDP
4V15D9	2024	E		DWRA	RWH	QUT
4V15D9	2024	E		DWRA	VNV	WDP
4V15D9	2024	E		DWRA	VNR	WDP
4V15D9	2024	E		DWRA	VNV	QUT
4V15D9	2025	E		DWRA	VNV	QUT
4V15D9	2025	E		DWRA	RWH	QUT
4V15D9	2025	E		DWRA	VNR	WDP
4V15D9	2025	E		DWRA	VNV	WDP
4V15D9	2026	E		DWRA	RWH	QUT
4V15D9	2026	E		DWRA	VNR	WDP
4V15D9	2026	E		DWRA	VNV	WDP
4V15D9	2026	E		DWRA	VNV	QUT
4V15J9	2026	E		DWNA	VQF	WDP
4V15J9	2026	E		DWNA	VQF	QUT
4V15K9	2026	E		DWNG	VQF	WDP
ZV14D9	2024	E		DWRA	VNV	QUT
ZV14D9	2025	E		DWRA	VNR	WDP

Documents

Document name
master.xml

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Technical product information Transaction No.: **2081236/1**

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Customer statement / workshop findings

Customer Statement

Customers may report that the air conditioning system blows only cold air when the engine is running. Warm air is only available after switching off the engine.

The concern is commonly reported after engine removal or recent repair work.

Workshop Findings

Customer findings verified in the workshop, heating remains cold with engine running, heating returns after engine shutdown. No relevant DTCs stored in HVAC or engine systems.

Further inspection may reveal that two coolant hoses in the engine bay have the incorrect routing.

Technical background

The heating issue can be caused by two coolant hoses being reconnected in the wrong positions during previous repair work. Incorrect routing prevents hot coolant from flowing through the heater matrix while the engine is running, resulting in cold HVAC air. This is a repair induced issue, not a manufacturing defect.

Refer to the *'Measure'* section for approved next steps.

Production change

Not applicable

Measure

WARNING

Ensure vehicle has cooled sufficiently before carrying out procedure. Failure to do so may cause injury to personnel.

CAUTION

Avoid prolonged and repeated contact with oils and fluids etc. Always protect the skin with impervious gloves. Always wear suitable eye protection. Collect all fluids into suitable containers.

Required Diagnostic & Inspection Steps

1. Position the vehicle on a ramp and set into "JACK" mode. Refer to "Raising and supporting the car"

→ Booklet 404

Prior to positioning the vehicle on a ramp, remove the wing retaining fixings on both A-posts → Rep. Gr. 50

2. Gain access to coolant hoses.

Set the front-end module into the "service position". Refer to "Front end module - To remove and fit"

→ ElsaPro Rep. Gr. 50

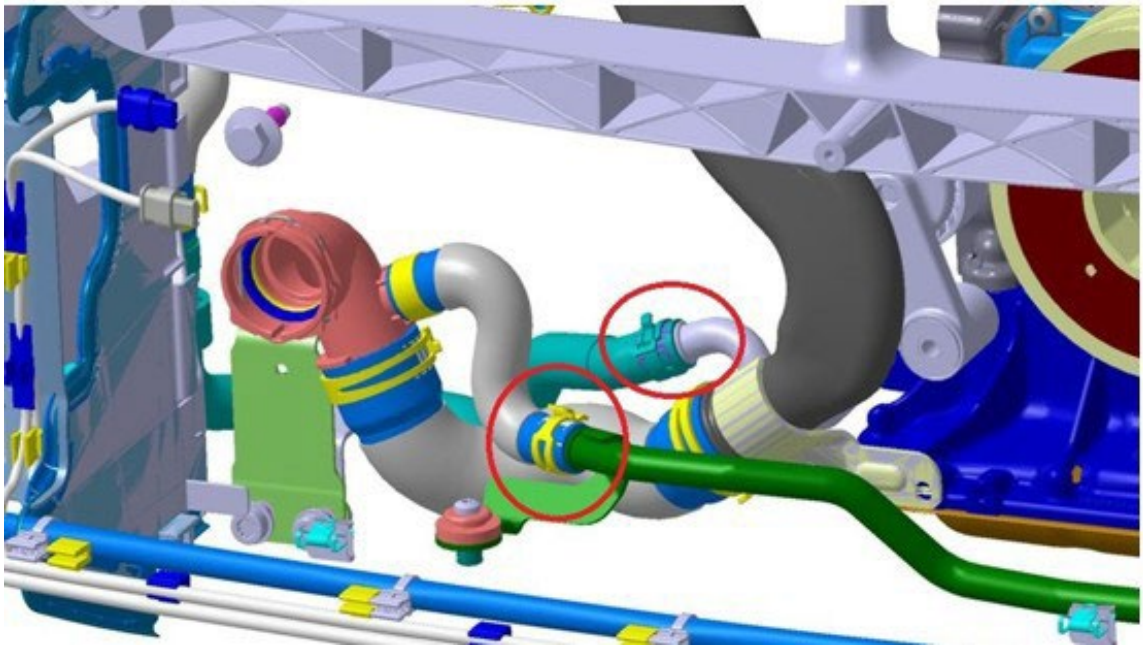

Figure 1. *Coolant hose inspection (correct orientation)*

3. Inspect the two-coolant hose -circled-.

4. Use the diagram below to assist confirming correct hose fitment.

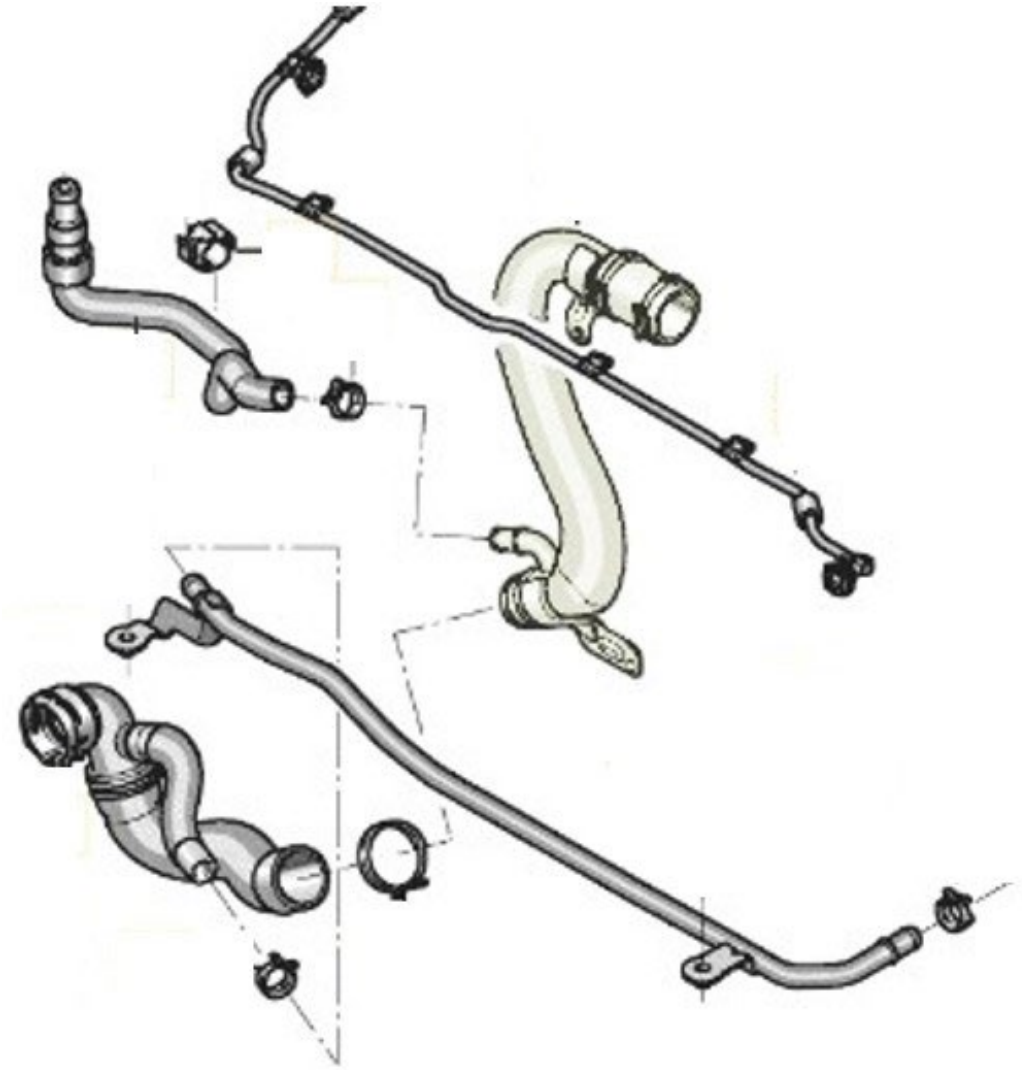

Figure 2. Correct *coolant hose routing diagram*

If incorrect:

5. Drain coolant as required.

ElsaPro → Rep. Gr. 19

6. Reconnect hoses in their correct positions as shown in figure 1 & 2.

7. When all hoses, pipework and connections have been connected, slide the front-end module back along the bolts and fit the bumper beam fixings, removing the supporting bolts when necessary. Set the front-end module back to the factory configuration.

ElsaPro → Rep. Gr. 50

8. Refill and bleed the cooling system.

ElsaPro → Rep. Gr. 19

9. Run the engine to operating temperature.

10. Confirm stable warm air delivery from HVAC.

11. Check for leaks and confirm correct coolant bleeding.

NOTICE

If the specific fault persists after performing the required rework or diagnosis reveals correct coolant hose fitment, please raise a full technical DISS query.

Include the following in the full technical DISS query:

- VIN, model, MY
- Customer Statement: “2081236 Support”
- Symptom description.

Parts information

No new parts required.

Existing hoses remain valid; only correct reconnection is needed.