Technical product information

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.	2078190/6
Level	EH
Status	Released for publishing
Release date	May 18 2026

New customer code

Object of complaint	Complaint type	Position
air conditioning -> 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		*	*	*
ZV1*	2026	E		*	*	*

Documents

Document name
master.xml
hvac_leakage_guidelines.pdf

Connection offline

Technical product information Transaction No.: **2078190/6**

AC System not Cooling - HVAC Leakage

Customer statement / workshop findings

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.

Revision History

2078190/6 – Mandatory windscreen condition documentation and imagery added for HVAC evaporator repairs.

Production change

Improved parts are implemented in Series Production.

Measure

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). If nitrogen or other inert gas test kit is not available, alternative leak detection methods must be used to identify cause of leak and that the system is leak free before re-charging.

 **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. If nitrogen or other inert gas test kit is not available, alternative leak detection methods must be used to identify cause of leak and that the system is leak free before re-charging.

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

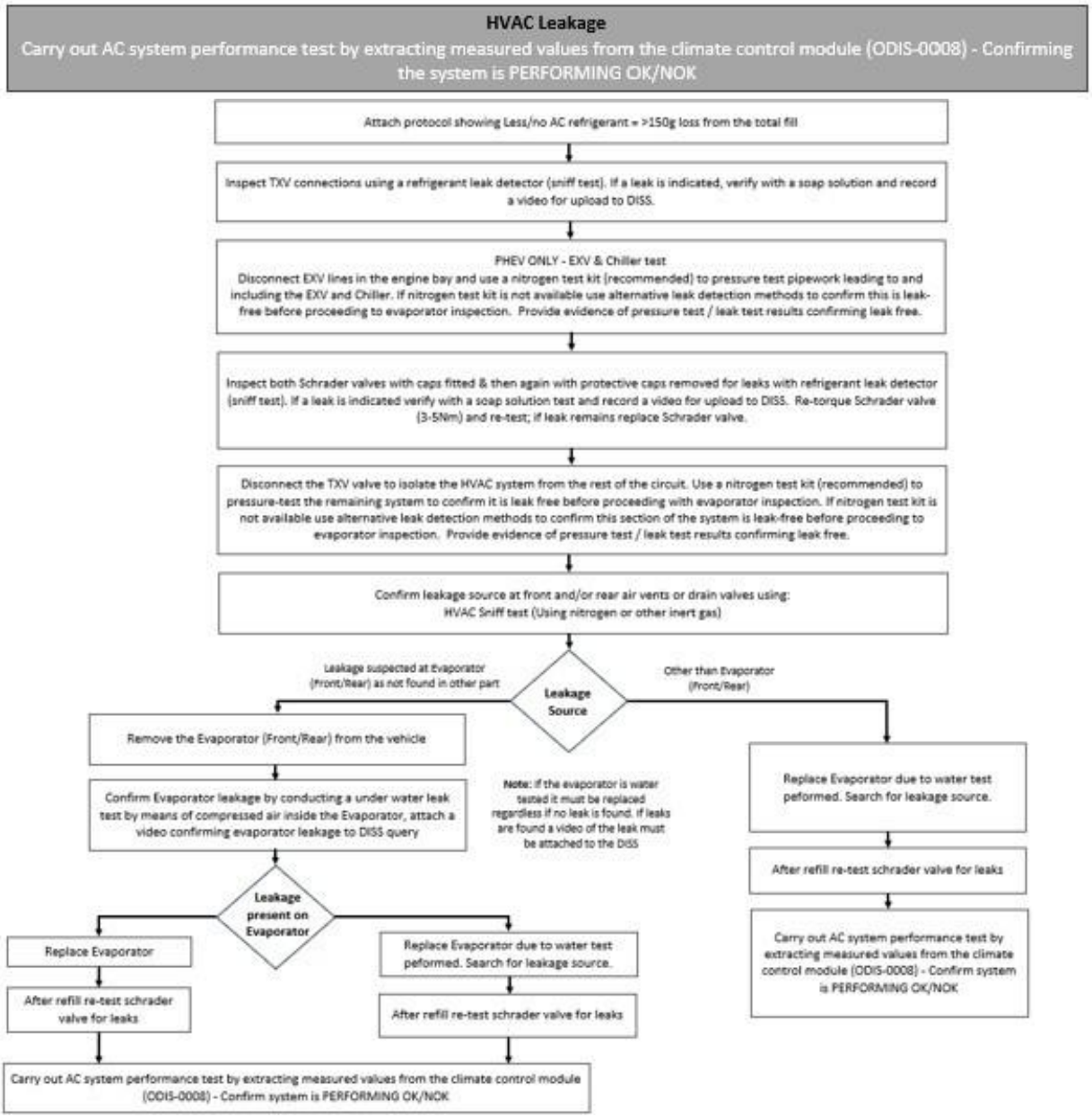

Figure 1

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 (recommended), perform a pressure test on the rest of the (under bonnet) system and confirm okay before proceeding to evaporator investigation. If nitrogen test kit is not available use alternative leak detection methods to confirm this section of the system is leak-free before proceeding to evaporator inspection. Provide evidence of pressure test / leak test results confirming leak free.

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

6. If an evaporator leak is suspected:

NOTICE

Raise a full Technical DISS query before removing the evaporator and wait for approval before proceeding.

- Once approval is received, remove the evaporator and housing assembly in accordance with ElsaPro Rep. Gr 87.
- Confirm evaporator leakage by performing an underwater leak test using compressed air applied to the evaporator. Attach a video of the test confirming the leakage to the DISS query.
- Renew all seals and O-rings.
- Perform a vacuum test and recharge the system.
- Verify A/C performance.

NOTICE

Important: If the evaporator undergoes a water (underwater) leak test, it must be replaced, even if no leak is detected. If a leak is found, a video showing the leak must be included in the DISS query.

Before removing the windscreen for evaporator removal, the windscreen must be thoroughly inspected for any damage, and the existing condition of the windscreen must be documented in detail (including closeup images of any chips, cracks, or surface marks) in DISS.

During windscreen removal, extra care must be taken, as the windscreen is intended to be reused. Damage caused during the removal process is not considered a manufacturing defect and will be subject to warranty evaluation.

If the windscreen breaks or is damaged during removal, the following mandatory evidence must be captured immediately:

1. Clear images at the time of failure

2. Multiple photographs showing the extent and location of the damage

3. Images supporting that the damage occurred during removal

This evidence is required to enable further technical and warranty assessment.

Warranty accounting instructions

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.

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: 60 TU (Bentayga)

Time: 50 TU (Continental GT/GTC/Flying Spur)

CAUTION

Warranty claims will be challenged or rejected if: 1. Pre removal condition evidence is missing 2. Damage is not clearly documented during removal 3. Post removal images of the damaged windscreen are not provided 4. Insufficient evidence is submitted to support the claim Only claims with complete and adequate supporting evidence will be considered for warranty processing. Only claims with complete and adequate supporting evidence will be considered for warranty processing.

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.

Parts information

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