

## Technical product information

|                        |                                                                                                        |
|------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Topic</b>           | Bentayga V8 Kovomo - DTC P310B00 with Symptom Code 2638 - Check Engine Lamp - Fuel Pressure Regulation |
| <b>Market area</b>     | Bentley: worldwide (2WBE)                                                                              |
| <b>Brand</b>           | Bentley                                                                                                |
| <b>Transaction No.</b> | 2058484/5                                                                                              |
| <b>Level</b>           | EH                                                                                                     |
| <b>Status</b>          | Approval                                                                                               |
| <b>Release date</b>    |                                                                                                        |

### New customer code

| Object of complaint                                                                                                           | Complaint type             | Position |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------|
| information, navigation, communication, entertainment -> symbolic fault indicators -> fault indicator for fuel system         | functionality -> activates |          |
| information, navigation, communication, entertainment -> symbolic fault indicators -> emission control system fault indicator | functionality -> activates |          |

### New workshop code

| Object of complaint                                        | Complaint type                                     | Position |
|------------------------------------------------------------|----------------------------------------------------|----------|
| engine -> fuel supply -> low-pressure fuel pump (tank)     | functionality -> uneven                            |          |
| engine -> operation, engine control -> engine control unit | functionality -> misfire                           |          |
| engine -> operation, engine control -> engine control unit | electrics -> ground connection damaged             |          |
| engine -> operation, engine control -> engine control unit | control units, services -> with event log entry    |          |
| engine -> operation, engine control -> engine control unit | control units, services -> measured value too high |          |
| engine -> operation, engine control -> engine control unit | control units, services -> error message           |          |

## Vehicle data

### Bentayga - V8 Kovomo

#### Sales types

| Type   | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|--------|------|-------|-------------|-------------|--------------|------------------|
| 4V14D9 | 2018 | E     |             | *           | *            | *                |
| 4V14D9 | 2019 | E     |             | *           | *            | *                |
| 4V14D9 | 2020 | E     |             | *           | *            | *                |
| 4V14D9 | 2021 | E     |             | *           | *            | *                |

## Documents

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

## Customer statement / workshop findings

Check Engine Lamp illuminated within the Driver Instrument Panel (DIP) in conjunction with the DTC as detailed below:

- “P310B00 with symptom code 2638 - Low Fuel Pressure Regulation”

There may be multiple DTC's and symptoms present due to fuel pressure regulation or fuel supply issues

## Technical background

In the event the customer complaint relates to the following:

- Customer experienced poor start up or the engine stalled shortly after start up – proceed with the remaining instructions

NOTE: The operative must gather information regarding the Customer experience regarding when the issue occurred for example: Pre-conditions, warning lights and driveability at time issue occurred, details when the vehicle was last refuelled and the grade of fuel used

The operative must now use the information contained within the “Measure” section to determine the correct analysis and repair procedure.

## Production change

Not applicable.

## Measure

### Check Engine Lamp Illumination with DTC P310B00 and symptom code 2638

1) For vehicles that only have the symptoms:

- Check Engine Lamp Illumination with DTC “P310B00 and symptom code 2638 with an “Adaption of Fuel Pump (FP)” figure of minus 100 to minus 200 kPa – Figure 1 - the Fuel Delivery Module within the fuel tank should be replaced – Figure 2

- Refer to Repair Group 20 Fuel supply, gas operation / 4.0L V8 TSI / Fuel pump, fuel level sensors, and jet pump (RH) – To remove and fit.

To check the “Adaption of Fuel Pump (FP)” figure within the fault memory, refer to Engine control Unit “01 – Engine Control Module 1” - From “Extended ambient conditions” note the value of the “Adaption of Fuel Pump (FP)” – Figure 1.

### Initial system test with fault memory entries

Address: 0001 System name: 01 - Engine Control Module 1 Protocol variant: UDS/ISOTP (Ereignisse: 1)

+ Identification:

- Event memory entries (Data source: Vehicle):

#### Entry in fault memory

Number: P310B00: Low Fuel Pressure regulation Fuel pressure outside specification  
Fault type 2: passive/sporadic  
Symptom: 2638  
Status: 10101000

#### - Standard ambient conditions:

Date: 05/11/19  
Time: 09:52:18  
Mileage (DTC): 92  
Priority: 2  
Frequency counter: 8  
Unlearning counter / driving cycle: 255

#### - Extended ambient conditions:

|                                    |                                                                                                 |       |
|------------------------------------|-------------------------------------------------------------------------------------------------|-------|
| Engine speed                       | 602.0                                                                                           | 1/min |
| Normed load value                  | 7.05882366                                                                                      | %     |
| Vehicle speed                      | 0                                                                                               | km/h  |
| Coolant temperature                | 73                                                                                              | °C    |
| Intake air temperature             | 15                                                                                              | °C    |
| Ambient air pressure               | 1010                                                                                            | mbar  |
| Voltage terminal 30                | 14.92                                                                                           | V     |
| Dynamic environmental data         | 20 96 28 11 CE 11 94 11 C8 11 AE 11 C9<br>F9 E4 11 A4 26 66 12 8A A2 15 9F 44 D4<br>15 A0 44 A4 |       |
| Unlearning counter according OBD   | 40                                                                                              |       |
| Low fuel pressure, specified value | 450.0                                                                                           | kPa   |
| Fuel low pressure, actual value    | 452.6                                                                                           | kPa   |
| Adaptation of Fuel Pump (FP)       | -156.4                                                                                          | kPa   |
| Fuel pump, specified value         | 14.9999                                                                                         | %     |
| Fuel temperature                   | 73.5                                                                                            | °C    |
| Fuel high pressure, actual value   | 8.81                                                                                            | MPa   |
| Fuel pressure rail 2               | 8.786                                                                                           | MPa   |

Figure 1

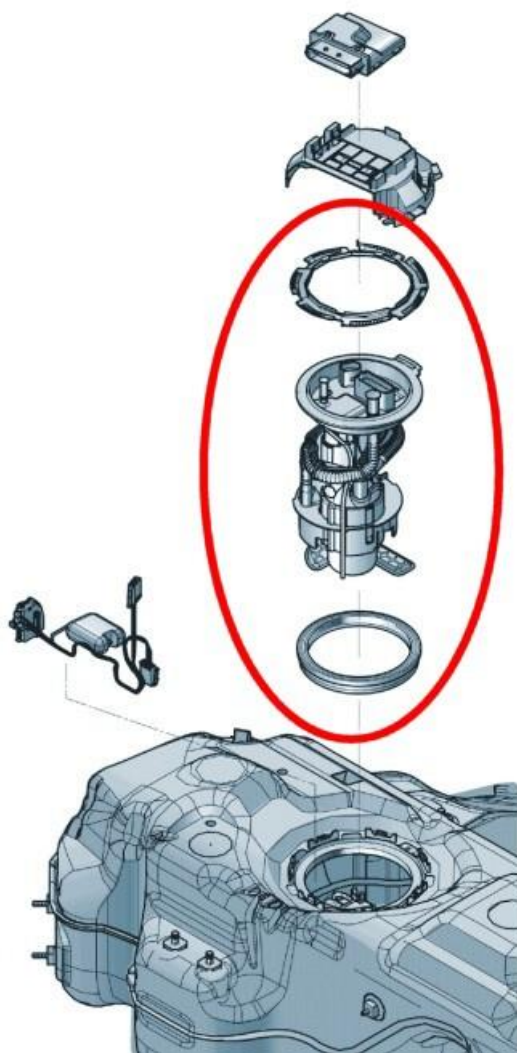


Figure 2

### Warranty accounting instructions

#### Time to replace the Fuel delivery module

Warranty type – 110 or 910

Damage Service Number 20 66

Damage Code 00 10

#### Labour

Labour Operation Code 20 66 19 50

Time 50 TU

#### Time to replace the fuel pump control unit ( J538)

Labour Operation Code 20 70 19 50

Time 10 TU

#### Time to remove and refit the rear seats ( 4 seat)

Labour Operation Code 68 16 19 01

Time 190 TU

#### Time to remove and refit the rear seats ( 5 seat)

Labour Operation Code 72 48 20 05

Time 100 TU

#### Time to remove and refit the seat sill panel

Labour Operation Code 68 05 19 00

Time 20 TU

#### Time to remove and refit the boot side trim panel

Labour Operation Code 70 03 19 00

Time 40TU

### [Parts information](#)

For the latest part information always refer to the Electronic Parts Catalogue – ETKA.