

Technical product information

Topic	Engine Lubricating Oil - Replenishment
Market area	Russische Föderation (5RU),Australia E04 Bentley rest Asia and Australia (6E04),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)
Brand	Bentley
Transaction No.	2057978/5
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> lubrication system	functionality	
engine -> lubrication system -> engine oil	component / consumables -> too much	
engine -> operation, engine control	component / consumables	
engine -> lubrication system -> engine oil	component / consumables -> too little	

Vehicle data

Bentayga

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		*	*	*

New Continental GT and GTC

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		*	*	*
3S4*	2018	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*

New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*

Documents

Document name
master.xml

example.pdf
report.xlsx

Customer statement / workshop findings

Engine lubricating oil lamp illuminated on driver instrument panel.

Engine lubricating oil requires "topping up" between services.

Technical background

In order to provide effective lubrication and cooling of internal engine components, all internal combustion engines consume a certain amount of engine oil. Oil consumption varies from engine to engine and may change significantly over the life of the engine. Typically, engines with specified running-in periods consume more oil during the running-in period, and the oil consumption will stabilize after the running-in period. Refer to the *Owner's Manual* for specific running-in procedures.

Under normal conditions, the rate of oil consumption depends on the quality and viscosity of the oil, the RPM at which the engine is operated, ambient temperature and road conditions. Additional factors are the amount of oil dilution from water condensation or fuel residue, and the oxidation level of the oil.

Certain driving conditions may negatively influence the rate of oil consumption. This can occur while the vehicle is operated in city driving conditions, for example: stop and go traffic with extended idle periods.

Production change

Not applicable

Measure

With a Customer complaint of low engine lubricating oil level between services, carry out the following:

1. Check for signs of oil leakage within the engine bay and underneath the vehicle.
2. Check for signs of blue smoke from the exhaust tailpipe, the check should be made during engine start, whilst idling, when depressing the throttle and with the engine under load.
3. "Top up" the engine with correct specification engine oil refer to the applicable *Repair Group 17 Engine lubrication - Checking engine oil*.

Please note the following;

- Current mileage of vehicle.
- Amount of engine oil required to "top up"

If no issues are found advise the Customer that "Topping Up" the engine lubricating oil is "normal".

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NOTE: It is acceptable for the engine to consume a certain amount of engine lubricating during operation. The acceptable maximum oil consumption for each model variant is as follows:-

V6 – PHEV – From 19 MY - Engine designation 330/V6 - 0.5 Litres / 1000km (621 Miles) V8

– From 18 MY - Engine designation - 404/V8 - 0.8 Litres / 1000km (621 Miles)

W12 – From 17MY – Engine designations – 447/W12 and 467/W12 – 1.0 Litre / 1000km (621 Miles)

Raise an Information only DISS query, do not raise Technical DISS query for this issue unless a relevant defect is identified.

Oil Consumption Measurement Report

1 Retailer Data	
Importer	_____ Retailer number _____
Contact Person	_____
Telephone Number	_____ E-mail _____
2 Vehicle Data	
Chassis Number	_____
Date of registration	_____ Vehicle type _____
Engine code	_____
Vehicle registration number	_____
3 Customer Complaint	
Oil consumption according to Customer	_____ l / 1000km or 621 miles
Complaint first noticed	_____
Driving profile	_____ % Urban
_____ % Motorway	_____ % Rural
4 Measured Data	
Weight of oil during initial fill (A)	_____ grams
Weight of drained oil after 1000km (B)	_____ grams
Weight of oil used (E)	_____ grams
Start mileage	_____ Miles/km
End mileage	_____ Miles/km
Total distance driven during test (C)	_____ Miles/km
5 Calculated Oil Consumption	
Oil density Mobile 1 ESP 0W-40 (D)	845g / l
Oil consumed during test (E)	_____ grams
Amount of oil used (F) litres (E ÷ D)	_____ litres
Oil consumption $1000 \div C \times F$	_____ l / 1000km or l / 621miles
Date _____	Signature _____

Oil Consumption Measurement Report

1 Retailer Data

Importer _____ Retailer number _____

Contact Person _____

Telephone Number _____ E-mail _____

2 Vehicle Data

Chassis Number SCB xxxxxx

Date of registration 1.1.20 Vehicle type CONTINENTAL GT.

Engine code CVDA

Vehicle registration number 123 ABC

3 Customer Complaint

Oil consumption according to Customer ONE. l / 1000km or 621 miles

Complaint first noticed PAST MONTH

Driving profile 50. % Urban

20 % Motorway 30 % Rural

4 Measured Data

Weight of oil during initial fill (A) 9041 grams

Weight of drained oil after 1000km (B) 8895 grams

Weight of oil used (E) 146. grams

Start mileage 6500 Miles/km

End mileage 7482 Miles/km

Total distance driven during test (C) 982. Miles/km

5 Calculated Oil Consumption

Oil density Mobile 1 ESP 0W-40 (D) 845g / l

Oil consumed during test (E) 146 grams

Amount of oil used (F) - litres (E ÷ D) $\frac{146}{845} = 0.173$ litres

Oil consumption $1000 \div C \times F$ $\frac{1000}{982} \times 0.173 = 0.176$ l / 1000km or l / 621miles

Date _____ Signature _____