

## Technical product information

|                        |  |
|------------------------|--|
| <b>Topic</b>           | Engine coolant mixture - Restrictions on use of desalinated water  |
| <b>Market area</b>     | Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),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 States E05 Bentley USA and rest America (6E05) |
| <b>Brand</b>           | Bentley  |
| <b>Transaction No.</b> | 2028794/7  |
| <b>Level</b>           | EH   |
| <b>Status</b>          | Approval   |
| <b>Release date</b>    |  |

### New customer code

| Object of complaint                                | Complaint type   | Position |
|--|--|----------|
| engine -> cooling system -> coolant                | soiling -> soiled  |          |
| engine -> cooling system                           | functionality  |          |
| engine -> cooling system -> coolant                | soiling -> mixed w. engine oil                           |          |
| engine -> cooling system -> coolant                | component / consumables -> too little                    |          |
| engine -> cooling system -> coolant                | component / consumables -> too much                      |          |
| engine -> cooling system -> coolant                | component / consumables -> cannot be filled              |          |
| engine -> cooling system -> coolant                | component / consumables -> cannot be filled sufficiently |          |
| engine -> engine operation                         | functionality  |          |
| engine -> cooling system -> coolant expansion tank | leaks -> coolant leak                                    |          |

## Vehicle data

### All Engine Derivatives

#### Sales types

| Type | MY   | Brand | Designation | Engine code | Gearbox code | Final drive code |
|------|------|-------|-------------|-------------|--------------|------------------|
| **** | 2003 | E     |             | *           | *            | *                |
| **** | 2004 | E     |             | *           | *            | *                |
| **** | 2005 | E     |             | *           | *            | *                |
| **** | 2006 | E     |             | *           | *            | *                |
| **** | 2007 | E     |             | *           | *            | *                |
| **** | 2008 | E     |             | *           | *            | *                |
| **** | 2009 | E     |             | *           | *            | *                |
| **** | 2010 | E     |             | *           | *            | *                |
| **** | 2011 | E     |             | *           | *            | *                |
| **** | 2012 | E     |             | *           | *            | *                |
| **** | 2013 | E     |             | *           | *            | *                |
| **** | 2014 | E     |             | *           | *            | *                |
| **** | 2015 | E     |             | *           | *            | *                |
| **** | 2016 | E     |             | *           | *            | *                |
| **** | 2017 | E     |             | *           | *            | *                |
| **** | 2018 | E     |             | *           | *            | *                |
| **** | 2019 | E     |             | *           | *            | *                |
| **** | 2020 | E     |             | *           | *            | *                |
| **** | 2021 | E     |             | *           | *            | *                |
| **** | 2022 | E     |             | *           | *            | *                |
| **** | 2023 | E     |             | *           | *            | *                |
| **** | 2024 | E     |             | *           | *            | *                |
| **** | 2025 | E     |             | *           | *            | *                |

# Documents

| Document name |
|---------------|
| master.xml    |



**Customer statement / workshop findings**

Engine coolant requires topping up or replacing

**Technical background**

An important factor of influencing the cooling system efficiency is the water used in the mixture

Due to the different ingredients and characteristics existing in each country or even region, Bentley has decided to define the quality of water for cooling systems

Demineralised water according to standard VDE 0510 meets all requirements and can be purchased worldwide

Therefore undiluted coolant should be mixed in the correct ratio using demineralised water as detailed in Elsa Pro coolant specification, this will detail the ratio and type of coolant to use

The use of desalinated water in the engine cooling system is specifically prohibited

**Production change**

The water quality used in the first fill is defined

**Measure**

|                  |
|------------------|
| <b>⚠ CAUTION</b> |
| CAUTION          |

Whenever the coolant has to be replaced or where the level of coolant in the vehicle is to be filled or topped up demineralised water must only be used for the mixture. Tap, well or desalinated water may not have the necessary qualities to ensure the correct function of the coolant

|   |
|---|
| <b>ℹ NOTICE</b>   |
| Refer to Elsa Pro coolant specification this will detail the ratio and type of coolant to use |

This repair or replacement is not covered under warranty. The above is offered as information regarding the technical and design characteristics of the part

**Warranty accounting instructions**

Please refer to the following when making warranty claims for demineralised water depending on the scenario

**Scenario 1**

Service, maintenance and periodic top up - Demineralised water CANNOT be claimed

**Scenario 2**

Coolant needing to be replaced or topped up as part of a warranty repair that impacts the coolant system - Demineralised water CAN be claimed