

Technical product information

Topic	Service info: Engine oil – Specific oil type and oil consumption dealer reference
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2028808/3
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
Engine -> Lubrication system -> Oil sump	leaks -> oil leak	
Engine -> Lubrication system -> Engine oil dipstick	concept -> concept fault readability	
Engine -> Lubrication system -> Engine oil dipstick	leaks -> oil leak	

New workshop code

Object of complaint	Complaint type	Position
Engine -> Lubrication system -> Engine oil	component / consumables -> too little	
Engine -> Lubrication system -> Engine oil	component / consumables -> missing	
Engine -> Lubrication system -> Engine oil	leaks -> loss	

Vehicle data

Bentley 2012 model year onwards

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3931*	2012	E		*	*	*
3931*	2013	E		*	*	*
3931*	2014	E		*	*	*
3931*	2015	E		*	*	*
3931*	2016	E		*	*	*
3932*	2012	E		*	*	*
3932*	2013	E		*	*	*
3932*	2014	E		*	*	*
3932*	2015	E		*	*	*
3932*	2016	E		*	*	*
39411A	2012	E	Cont GTC BY625 423/W126AG	CKHB	NNZ	GTE
39411A	2012	E	Cont GTC BY625 423/W126AG	CKHB	NPM	GTE
39411A	2012	E	Cont GTC BY625 423/W126AG	CKHB	NPT	GTE
39411A	2012	E	Cont GTC BY625 423/W126AG	CKHB	MDK	GTE
39411A	2012	E	Cont GTC BY625 423/W126AG	CKHB	NUZ	GTE
3W**	2012	E		*	*	*
3W**	2013	E		*	*	*
3W**	2014	E		*	*	*
3W**	2015	E		*	*	*
3W**	2016	E		*	*	*
4W21*	2014	E		*	*	*
4W21*	2015	E		*	*	*
4W21*	2016	E		*	*	*

Chas is numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
SCB	*	*	*	*	*	000001	999999		

Documents

Document name

[master.xml](#)

[master.doc](#)

Customer statement / workshop findings

Engine oil level requires top up between services

Technical background

The introduction of the Bentley Continental GT V8 brings a new engine to the Bentley family. This all new 4.0 litre V8 twin turbo joins the 6.0 litre W12 in the Continental range with the 6.75 litre V8 reserved for the Mulsanne.

Each of these three engines had individual design criteria producing unique driving characteristics as a result each have individual lubrication requirements and oil consumption statistics.

With the 4.0 litre V8 comes a new oil to Bentley - this new engine lubricant must only be used in the 4.0 litre V8.

The use of the correct oil for each engine is critical to its continued performance, reliability and ultimately warranty. Therefore the workshop manual should always be the first point of reference ensuring the correct lubricant is used for each specific model year and engine type

Production change

Not applicable

Measure

The following should be considered when discussing engine oil consumption and oil top up between services with an owner.

Typically the engine will consume more oil during the running in period and will stabilise once the running in process is complete. **Refer to the owner handbook for the running in procedure.**

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, the ambient temperature and road conditions. Further factors are the amount of oil dilution from water condensation or fuel residue and the oxidation level of the oil. The diluting ingredients evaporate when the vehicle is driven at high speeds, as on a motorway, making it appear that the oil is excessively consumed after driving at high speed. **Refer to the owner handbook Maintenance section for specific oil consumption figures.**

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Ensure the owner is aware and if supplied by your dealership is in receipt of, the correct engine oil for the vehicle to be topped up.