

Technical product information

Topic	Engine oil in charge air coolers
Market area	Bentley: worldwide (2WBE),Hongkong-Macau (5HK)
Brand	Bentley
Transaction No.	2050222/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
engine -> induction system, charging systems, vacuum systems -> charge-air cooler pipe	leaks -> oil leak	left
engine -> induction system, charging systems, vacuum systems -> charge-air cooler pipe	leaks -> oil leak	right
engine -> induction system, charging systems, vacuum systems	noise, vibration	
engine -> engine operation -> engine refinement	functionality -> misfire	
engine -> lubrication system	leaks	

New workshop code

Object of complaint	Complaint type	Position
engine -> induction system, charging systems, vacuum systems -> charge air cooler	leaks -> oil leak	left
engine -> induction system, charging systems, vacuum systems -> charge air cooler	leaks -> oil leak	right
engine -> induction system, charging systems, vacuum systems -> charge air cooler	leaks -> internal leak	left
engine -> induction system, charging systems, vacuum systems -> charge air cooler	leaks -> internal leak	right
engine -> starter, ignition system, preheater system -> spark plug	soiling -> soiled with oil carbon	
engine -> operation, engine control -> engine control unit	functionality -> misfire	
engine -> operation, engine control -> engine control unit	functionality -> without function / defect	

Vehicle data

Bentayga W12

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14A*	2017	E		*	*	*
4V14A*	2018	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Liquid gugging noise evident from engine charge air intakes system - Excessive oil discovered in charge air coolers

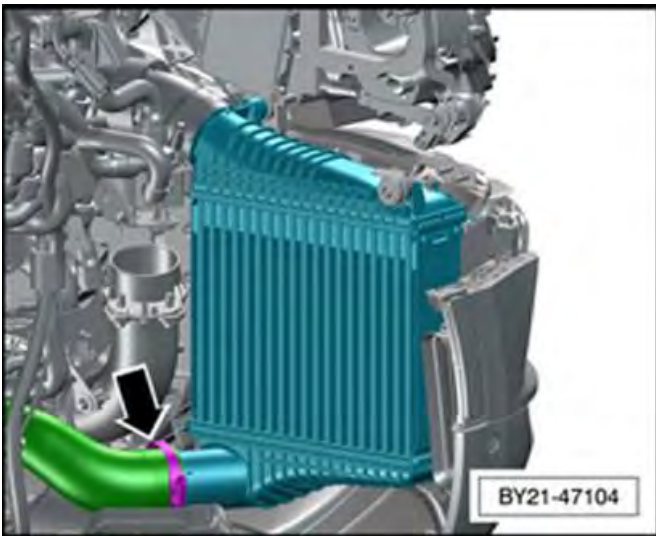
Technical background

A specific level of oil residue is expected in a charge air cooler. Currently the level of oil being seen in some Bentayga charge air coolers is excessive. Investigations are taking place to identify the cause

Production change

TBA

Measure



Bentley Engineering are investigating this phenomena

There is no requirement to change parts

Any oil found in the charge coolers should be drained off, any remaining oil residue should be cleaned from the charge coolers and hoses, the vehicle should then be returned to the customer.

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Should misfires be evident within the engine control module/after the previous process has been conducted and a DISS query is raised please also ensure the poor engine running complaints (Misfires) guide is conducted, this document can be found within Service Operations Newsletter - Issue 20 – May 2017 please also refer to Service Operations Newsletter - Issue 19 – April 2017 Snap-On BK5600 Borescope – Best practice guide, please refer to the Bentley Hub for both documents