# Technical product information

| | |
|---|---|
| **Topic** | Engine oil in charge air coolers |
| **Market area** | Bentley: worldwide (2WBE),Hongkong-Macau (5HK) |
| **Brand** | Bentley |
| **Transaction No.** | 2050222/3 |
| **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

## W12 TSI engine vehicles

**Sales types**

| Type | MY | Brand | Designation | Engine code | Gearbox code | Final drive code |
|---|---|---|---|---|---|---|
| 3S3* | 2018 | E | | * | * | * |
| 4V14A* | 2017 | E | | * | * | * |
| 4V14A* | 2018 | E | | * | * | * |

# Documents

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

## Customer statement / workshop findings

Liquid glugging noise evident from engine charge air intake system - Excessive oil discovered in charge air coolers. Low engine oil level may be displayed in the driver information panel

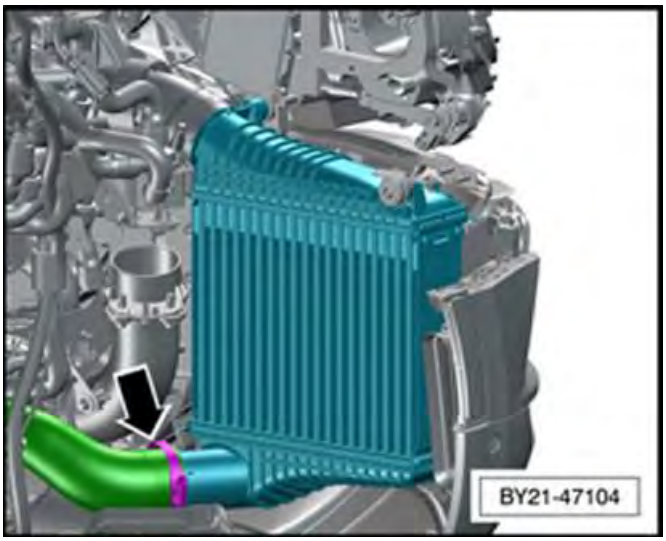
## Technical background

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/s after the previous process has been conducted and a DISS query is raised please also ensure the poor engine running complaints (Misfires) TPI 2051187 is conducted. Please also refer to Service Operations Newsletter - Issue 19 – April 2017 Snap-On BK5600 Borescope – Best practice guide, refer to the Bentley Hub for this documents**

## Warranty accounting instructions

**Two pressure pipes cleaned**

| | |
|---|---|
| Warranty Type: | 110 or 910 |
| Labour Operation Code: | 21 41 30 03 |
| Damage Service Number: | 21 41 |
| Damage Code: | 00 50 |
| Time: | 150 TU |
| Criteria ID: | 01 |