

Technical product information

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|------------------------|--|
| Topic | Service info: Engine oil – Specific oil type and oil consumption reference |
| Market area | Bentley: worldwide (2WBE) |
| Brand | Bentley |
| Transaction No. | 2028808/6 |
| 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 |
|------|------|-------|-------------|-------------|--------------|------------------|
| *** | 2012 | E | | * | * | * |
| *** | 2013 | E | | * | * | * |
| *** | 2014 | E | | * | * | * |
| *** | 2015 | E | | * | * | * |
| *** | 2016 | E | | * | * | * |
| *** | 2017 | E | | * | * | * |
| *** | 2018 | E | | * | * | * |
| *** | 2019 | E | | * | * | * |
| *** | 2020 | E | | * | * | * |
| *** | 2021 | E | | * | * | * |
| *** | 2022 | E | | * | * | * |
| *** | 2023 | E | | * | * | * |

Documents

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

Customer statement / workshop findings

Engine oil level requires top up between services

Technical background

The use of the correct oil for each engine type is critical for its continued performance, reliability and ultimately warranty.

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

Should oil be required the parts catalogue must be referred to ensuring the correct VIN is always used when ordering

Production change

Not applicable

Measure

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

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 retailer is in receipt of, the correct engine oil for the vehicle to be topped up.