

Technical product information

Topic	Service info: Engine oil – Specific oil type and oil consumption reference
Market area	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 Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2028808/7
Level	EH
Status	Released for publishing
Release date	25-Sep-2023

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		*	*	*
***	2024	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.**



The use of the correct oil for each engine is critical to 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

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.