

Technical product information

Topic	Engine Lubricating Oil - Replenishment
Market area	Australia E04 Bentley rest Asia and Australia (6E04),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.	2057978/7
Level	EH
Status	Released for publishing
Release date	03-Oct-2023

New customer code

Object of complaint	Complaint type	Position
engine -> lubrication system -> engine oil	component / consumables -> too little	
engine -> lubrication system	functionality	
engine -> lubrication system -> engine oil	component / consumables -> too much	
engine -> operation, engine control	component / consumables	

Vehicle data

All models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
4V1*	2017	E		*	*	*
4V1*	2018	E		*	*	*
4V1*	2019	E		*	*	*
4V1*	2020	E		*	*	*
4V1*	2021	E		*	*	*
4V1*	2022	E		*	*	*
4V1*	2023	E		*	*	*
4V1*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*

Documents

Document name
master.xml
example.pdf
report.xlsx

Customer statement / workshop findings

Engine lubricating oil lamp illuminated on driver instrument panel.

Engine lubricating oil requires "topping up" between services.

Technical background

In order to provide effective lubrication and cooling of internal engine components, all internal combustion engines consume a certain amount of engine oil. Oil consumption varies from engine to engine and may change significantly over the life of the engine. Typically, engines with specified running-in periods consume more oil during the running-in period, and the oil consumption will stabilize after the running-in period. Refer to the *Owner's Manual* for specific running-in procedures.

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, ambient temperature and road conditions. Additional factors are the amount of oil dilution from water condensation or fuel residue, and the oxidation level of the oil.

Certain driving conditions may negatively influence the rate of oil consumption. This can occur while the vehicle is operated in city driving conditions, for example: stop and go traffic with extended idle periods.

Production change

Not applicable

Measure

With a Customer complaint of low engine lubricating oil level between services, carry out the following:

1. Check for signs of oil leakage within the engine bay and underneath the vehicle.
2. Check for signs of blue smoke from the exhaust tailpipe, the check should be made during engine start, whilst idling, when depressing the throttle and with the engine under load.
3. "Top up" the engine with correct specification engine oil refer to the applicable ***Repair Group 17 Engine lubrication - Checking engine oil.***

Please note the following;

- Current mileage of vehicle.
- Amount of engine oil required to "top up"

If no issues are found advise the Customer that "Topping Up" the engine lubricating oil is "normal".



NOTE: It is acceptable for the engine to consume a certain amount of engine lubricating during operation.

The acceptable maximum oil consumption for each model variant is as follows:-

V6 – PHEV – From 19 MY - Engine designation 330/V6 - 0.5 Litres / 1000km (621 Miles)

V8 – From 18 MY - Engine designation - 404/V8 - 0.8 Litres / 1000km (621 Miles)

W12 – From 17MY – Engine designations – 447/W12 and 467/W12 – 1.0 Litre / 1000km (621 Miles)

Raise an Information only DISS query, do not raise Technical DISS query for this issue unless a relevant defect is identified.

Oil Consumption Measurement Report

1 Retailer Data			
Importer	_____	Retailer number	_____
Contact Person	_____		
Telephone Number	_____	E-mail	_____
2 Vehicle Data			
Chassis Number	_____		
Date of registration	_____	Vehicle type	_____
Engine code	_____		
Vehicle registration number	_____		
3 Customer Complaint			
Oil consumption according to Customer	_____	l / 1000km or 621 miles	
Complaint first noticed	_____		
Driving profile	_____	% Urban	
_____	%Motorway	_____	% Rural
4 Measured Data			
Weight of oil during initial fill (A)	_____	grams	
Weight of drained oil after 1000km (B)	_____	grams	
Weight of oil used (E)	_____	grams	
Start mileage	_____	Miles/km	
End mileage	_____	Miles/km	
Total distance driven during test (C)	_____	Miles/km	
5 Calculated Oil Consumption			
Oil density Mobile 1 ESP 0W-40 (D)	845g / l		
Oil consumed during test (E)	_____	grams	
Amount of oil used (F) litres (E ÷ D)	_____	litres	
Oil consumption $1000 \div C \times F$	_____	l / 1000km or l / 621miles	
Date	_____	Signature	_____