Technical Service Bulletin

Topic	Engine Lubricating Oil - Replenishment
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2074962/3
Level	EH
Status	Released for publishing
Release date	Sep 24, 2025

New customer code

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

Vehicle data

New Continental GT / C and New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
Z32*	2026	E		*	*	*

Documents

Document name
master.xml
example.pdf
report.xlsx

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Condition

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 Solution

Not applicable

Service

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:-

New Continental GT/C V8 - 0.8 Litres / 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 SCB xxxxxx

Date of registration 1.1.20 Vehicle type CONTINENTAL GT.

Engine code CVDA

Vehicle registration number 123 ABC

3 Customer Complaint

Oil consumption according to Customer ONE. l / 1000km or 621 miles

Complaint first noticed PAST MONTH

Driving profile 50. % Urban

20 %Motorway 30 % Rural

4 Measured Data

Weight of oil during initial fill (A) 9041 grams

Weight of drained oil after 1000km (B) 8895 grams

Weight of oil used (E) 146. grams

Start mileage 6500 ~~Miles~~/km

End mileage 7482 ~~Miles~~/km

Total distance driven during test (C) 982. Miles/km

5 Calculated Oil Consumption

Oil density Mobile 1 ESP 0W-40 (D) 845g / l

Oil consumed during test (E) 146 grams

Amount of oil used (F) - litres (E ÷ D) $\frac{146}{845} = 0.173$ litres

Oil consumption 1000 ÷ C x F $\frac{1000}{982} \times .173 = 0.176$ l / 1000km or l / 621miles

Date _____ Signature _____