Technical Service Bulletin

Topic	Engine Oil - Consumption - V8 Kovomo
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2074963/3
Level	EH
Status	Released for publishing
Release date	Sep 24, 2025

New customer code

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

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

Technical Service Bulletin Transaction No.: **2074963/3**

Engine Oil - Consumption - V8 Kovomo Release date: Sep 24, 2025

Condition

Engine oil warning lamp illuminated within the Drivers Instrument Panel (DIP)

Engine oil requires “topping up” between services

Excessive engine oil consumption

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, 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 start traffic with extended idle periods

- The Measure section is divided as follows:

Step 1 - Initial oil consumption check (Must be conducted in the first instance to determine if the oil consumption is within specification or not)

Step 2 - Detailed oil consumption check (Must only be conducted if the oil consumption was found not to be within specification)

Production Solution

Not applicable

Service

With a Customer complaint of excessive oil consumption the operative must obtain the following information from the Customer:

- Typical driving style
- Current mileage of vehicle
- Typical vehicle usage
- Types of roads typically driven on
- Make and type of engine oil used for “topping up”
- How much engine oil has been used?
- Take a note of the duration in which the oil is consumed

- Check for other Technical Product Information (TPI) documents that may be relevant to oil usage or leakage

NOTICE

Before conducting step 1 the operative must raise a Technical DISS query to gain permission

Step 1 - Initial oil consumption check

With a Customer complaint of excessive oil consumption obtain the following data from the Customer:

- Check for signs of oil leakage on or around the engine
- Check for any related DTC's

If no issues are identified, the operative should conduct the following:

- Refer to Rep.Gr 17 - Checking engine oil level - Top up the engine oil to the maximum level
- **Hint:** Ensure the amount of oil which was added during the initial top up is recorded, as this information may be required should there be a necessity to conduct Step 2
- Request the customer drives the vehicle for a further 1000 km / 621 miles

After 1000 km / 621 miles has been completed

Or

The low oil level warning light is evident within the DIP, the operative should measure the amount of oil required to top the engine oil level back to maximum

IMPORTANT: Should the amount of oil required to top up to maximum **be less than 0.7 litres per 1000 km / 621 miles** the operative must inform the customer the oil consumption is within specification of 0.8 litres per 1000 km / 621 miles

NOTE: Please refer to the owner handbook, it is acceptable for the engine to consume 0.8 litres of oil for every 1000km / 621 miles

Or

Should the top up amount be more than 0.7 litres the operative must conduct Step 2

Step 2 - Oil consumption more than 0.7 litres

NOTICE

Raise a technical DISS query to inform Product Support the vehicle has returned to the retailer and Step 1 has been previously conducted Hint: Please ensure the quantity of engine oil which was added during Step 1 is added within the DISS query

With the engine cold

- Check for signs of blue smoke from the exhaust tailpipe, the checks should include an engine start, idling, when depressing the throttle and with the engine under load

NOTICE

Record a video showing any issues relating to blue smoke from the exhaust and attach to the open DISS

query

With the engine at operating temperature

- Check for signs of blue smoke from the exhaust tailpipe, the checks should include an engine start, idling, when depressing the throttle and with the engine under load

NOTICE

Record a video which shows any issues relating to blue smoke from the exhaust and attach to the open DISS query

- Referring to Rep.Gr 10 - Drain the engine oil into a suitable container
- Referring to Rep.Gr 10 - Remove the engine oil filter / drain the oil from the filter and housing into the same container as the engine oil

IMPORTANT: Refer to the instructions within the attached record sheet to weigh the oil which was drained from the engine / oil filter

NOTE: An example of the oil consumption calculation is also attached

- Complete the record sheet
- Renew the engine oil filter - Refer to Rep.Gr 10
- Renew the engine oil - Refer to Rep.Gr 10
- Request the customer returns after 1000km

On customer return

- Referring to Rep.Gr 10 - Drain the engine oil into a suitable container
- Referring to Rep.Gr 10 - Remove the engine oil filter / drain the oil from the filter and housing into the same container as the engine oil

IMPORTANT: Refer to the instructions within the attached record sheet to weigh the oil which was drained from the engine / oil filter

- Complete the record sheet
- Renew the engine oil filter - Refer to Rep.Gr 10
- Renew the engine oil - Refer to Rep.Gr 10

NOTE: Should the oil consumption be to specification as detailed below please advise customer

Or

In the event the oil consumption is not to specification - Raise a new Technical DISS query or respond via the existing DISS query and await a response from Product support before carrying out any further work

NOTE: Please refer to the owner handbook, it is acceptable for the engine to consume 0.8 litres of oil for every 1000km / 621 miles

Oil consumption to specification

Mobil 1 ^{TM} ESP 0W - 40 - Density @ 15^{0}C 0.845 kg/l

1000km = 621miles

Warranty

NOTICE

The following Warranty accounting instructions must only be claimed when conducting Step 2 only. Do Not submit warranty claims relating to Step 1, all warranty claims relating to step 1 will be cancelled

Step 2 only

Warranty Type 110 or 910

Damage Service Number 17 01

Damage Code 00 55

Time to drain and refill the engine oil New Continental GT/C

Labour Operation Code 17 01 17 00

Time 140 TU

Time to drain and fill the engine oil on second visit New Continental GT/C

Labour Operation Code 17 01 17 00

Time 140 TU

Time to conduct steps 1,2 and 3 within the Measure section

Labour Operation Code 17 01 01 05

Time 50 TU

Required Parts and Tools

Refer to the ETKA parts catalogue

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 _____