Technical product information

Topic	W12 Engine - Ticking Noise and Possible Low Oil Pressure Indications
Market area	Bentley: worldwide (2WBE),China 796 VW Import Comp. Ltd (Vico), Beijing (6796)
Brand	Bentley
Transaction No.	2081029/1
Level	EH
Status	Released for publishing
Release date	March 6 2026

Event memory entries

Diagnostic address	Event memory entry	Fault type	Fault status
0001 - Engine electronics	P052400: Engine Oil Pressure Too Low		static
0001 - Engine electronics	P052400: Engine Oil Pressure Too Low		Intermittent

New customer code

Object of complaint	Complaint type	Position
vehicle service -> vehicle diagnosis -> guided fault finding	control units, services -> with event log entry	
engine -> operation, engine control	noise, vibration	
engine -> engine operation	noise, vibration	

Vehicle data

Bentayga Series - W12 Variants

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4V14A9	2017	E		DDBB	QTZ	QUS
4V14A9	2017	E		DDBB	SHT	QUS
4V14A9	2017	E		DDBB	RGQ	QUS
4V14A9	2018	E		DDBB	SHT	QUS
4V14A9	2018	E		DDBB	QTZ	QUS
4V14A9	2018	E		DDBB	RGQ	QUS
4V14A9	2019	E		DDBB	QTZ	QUS
4V14A9	2019	E		DDBB	SHT	QUS

4V14A9	2019	E		DDBB	RGQ	QUS
4V14A9	2020	E		DDBB	SHT	QUS
4V14A9	2020	E		DDBB	QTZ	QUS
4V14A9	2020	E		DDBB	RGQ	QUS
4V14A9	2021	E		DDBB	SHT	QUS
4V14A9	2021	E		DDBB	QTZ	QUS
4V14G9	2020	E		DDBD	SHT	QUS
4V14G9	2021	E		DDBD	SHT	QUS
4V14G9	2022	E		DDBD	SHT	QUS
4V14G9	2023	E		DDBD	SHT	QUS

Flying Spur - W12 Variants

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
ZG21BB	2020	E		DDBD	TUP	TNJ
ZG21BB	2020	E		DDBD	UPC	TNJ
ZG21BB	2021	E		DDBD	UUR	TNJ
ZG21BB	2021	E		DDBD	TUP	TNJ
ZG21BB	2021	E		DDBD	UPC	TNJ
ZG21BB	2022	E		DDBD	UUR	TNJ
ZG21BB	2023	E		DDBD	UUR	TNJ
ZG21BB	2023	E		DDBD	UUR	RVH
ZG21BB	2024	E		DDBD	UUR	VFT
ZG26BB	2023	E		DDBD	UUR	TNJ
ZG26BB	2023	E		DDBD	UUR	RVH

Continental GT/GTC - W12 Variants

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S31AB	2018	E		DDBB	SVZ	RVE
3S31AB	2018	E		DDB	SVZ	-
3S31AB	2018	E		DDBB	SVZ	TNJ
3S31BB	2018	E		DDBD	UPC	TNJ
3S31BB	2018	E		DDB	TPT	-
3S31BB	2018	E		DDBD	SVZ	TNJ

3S31BB	2018	E		DDBD	TPT	TNJ
3S31BB	2018	E		DDBD	UUR	WDY
3S31BB	2018	E		DDB	SVZ	-
3S31BB	2018	E		DDBD	UUR	TNJ
3S31BB	2018	E		DDBD	TUP	TNJ
3S31BB	2019	E		DDB	TUP	-
3S31BB	2019	E		DDBD	SVZ	TNJ
3S31BB	2019	E		DDBD	TPT	TNJ
3S31BB	2019	E		DDBD	UUR	WDY
3S31BB	2019	E		DDBD	UUR	TNJ
3S31BB	2019	E		DDBD	TUP	TNJ
3S31BB	2019	E		DDBD	UPC	TNJ
3S31BB	2020	E		DDBD	SVZ	TNJ
3S31BB	2020	E		DDBD	TPT	TNJ
3S31BB	2020	E		DDBD	UUR	TNJ
3S31BB	2020	E		DDBD	TUP	TNJ
3S31BB	2020	E		DDBD	UPC	TNJ
3S31BB	2020	E		DDBD	UUR	WDY
3S31BB	2021	E		DDBD	SVZ	TNJ
3S31BB	2021	E		DDBD	TPT	TNJ
3S31BB	2021	E		DDBD	UUR	TNJ
3S31BB	2021	E		DDBD	TUP	TNJ
3S31BB	2021	E		DDBD	UPC	TNJ
3S31BB	2021	E		DDBD	UUR	WDY
3S31BB	2022	E		DDBD	TPT	TNJ
3S31BB	2022	E		DDBD	UUR	WDY
3S31BB	2022	E		DDBD	UUR	TNJ
3S31BB	2022	E		DDBD	TUP	TNJ
3S31BB	2022	E		DDBD	UPC	TNJ
3S31BB	2022	E		DDBD	SVZ	TNJ
3S31EB	2021	E		DDBA	TUP	SQC
3S31EB	2021	E		DDBA	UUR	SQC
3S31EB	2021	E		DDBA	UPC	SQC
3S31EB	2021	E		DDBA	UUR	UWA
3S31EB	2021	E		DDBA	UUR	VFT
3S31EB	2021	E		DDBA	UUR	WEC

3S31EB	2022	E		DDBA	TUP	SQC
3S31EB	2022	E		DDBA	UPC	SQC
3S31EB	2022	E		DDBA	UUR	UWA
3S31EB	2022	E		DDBA	UUR	VFT
3S31EB	2022	E		DDBA	UUR	WEC
3S31EB	2022	E		DDBA	UUR	SQC
3S31EB	2023	E		DDBA	UPC	SQC
3S31EB	2023	E		DDBA	UUR	VFT
3S31EB	2023	E		DDBA	UUR	WEC
3S31EB	2023	E		DDBA	UUR	UWA
3S31EB	2023	E		DDBA	UUR	RVH
3S31EB	2023	E		DDBA	UUR	SQC
3S31EB	2023	E		DDBA	TUP	SQC
3S31EB	2024	E		DDBA	UUR	VFT
3S31EB	2024	E		DDBA	UUR	WEC
3S31EB	2024	E		DDBA	UUR	TFM
3S31EB	2024	E		DDBA	UUR	SQC
3S31EB	2024	E		DDBA	TUP	SQC
3S31EB	2024	E		DDBA	UPC	SQC
3S31EB	2024	E		DDBA	UUR	UWA
3S41BB	2019	E		DDBD	UPC	TNJ
3S41BB	2019	E		DDBD	SVZ	TNJ
3S41BB	2019	E		DDBD	TPT	TNJ
3S41BB	2019	E		DDBD	UUR	WDY
3S41BB	2019	E		DDBD	UUR	TNJ
3S41BB	2019	E		DDBD	TUP	TNJ
3S41BB	2020	E		DDBD	SVZ	TNJ
3S41BB	2020	E		DDBD	TPT	TNJ
3S41BB	2020	E		DDBD	UUR	WDY
3S41BB	2020	E		DDBD	UPC	TNJ
3S41BB	2020	E		DDBD	UUR	TNJ
3S41BB	2020	E		DDBD	TUP	TNJ
3S41BB	2021	E		DDBD	TPT	TNJ
3S41BB	2021	E		DDBD	SVZ	TNJ
3S41BB	2021	E		DDBD	UUR	TNJ

3S41BB	2021	E		DDBD	TUP	TNJ
3S41BB	2021	E		DDBD	UUR	WDY
3S41BB	2021	E		DDBD	UPC	TNJ
3S41BB	2022	E		DDBD	SVZ	TNJ
3S41BB	2022	E		DDBD	TPT	TNJ
3S41BB	2022	E		DDBD	UPC	TNJ
3S41BB	2022	E		DDBD	UUR	TNJ
3S41BB	2022	E		DDBD	TUP	TNJ
3S41BB	2022	E		DDBD	UUR	WDY
3S41EB	2021	E		DDBA	UUR	SQC
3S41EB	2021	E		DDBA	UPC	SQC
3S41EB	2021	E		DDBA	UUR	UWA
3S41EB	2021	E		DDBA	TUP	SQC
3S41EB	2021	E		DDBA	UUR	WEC
3S41EB	2021	E		DDBA	UUR	VFT
3S41EB	2022	E		DDBA	TUP	SQC
3S41EB	2022	E		DDBA	UUR	SQC
3S41EB	2022	E		DDBA	UPC	SQC
3S41EB	2022	E		DDBA	UUR	UWA
3S41EB	2022	E		DDBA	UUR	WEC
3S41EB	2022	E		DDBA	UUR	VFT
3S41EB	2023	E		DDBA	UPC	SQC
3S41EB	2023	E		DDBA	TUP	SQC
3S41EB	2023	E		DDBA	UUR	RVH
3S41EB	2023	E		DDBA	UUR	UWA
3S41EB	2023	E		DDBA	UUR	SQC
3S41EB	2023	E		DDBA	UUR	WEC
3S41EB	2023	E		DDBA	UUR	VFT
3S41EB	2024	E		DDBA	UUR	VFT
3S41EB	2024	E		DDBA	UUR	WEC
3S41EB	2024	E		DDBA	UPC	SQC
3S41EB	2024	E		DDBA	UUR	UWA
3S41EB	2024	E		DDBA	UUR	SQC
3S41EB	2024	E		DDBA	TUP	SQC

Documents

Document name
master.xml

Customer statement / workshop findings

Customer Statement

The customer may report a ticking noise from the upper engine area, low oil pressure warnings, or a flashing MIL during engine operation.

Workshop Findings

Customer findings are verified in the workshop. The following symptoms may be present:

- Audible ticking from the valvetrain area during operation.
- Low oil pressure warnings and/or MIL displayed via the Driver Information Panel (DIP).
- Possible misfire events due to incorrect valve operation.
- Fine metal particles found in oil filter and/or large metal debris detected in the sump.

The following low oil pressure DTC may be stored in the engine electronics (diagnostic address 0001):

- **P052400** – Engine Oil Pressure Too Low (Symptom Code: 21729)

Technical background

Wear on the rocker arm/follower at the valve stem can lead to incorrect valve lash, creating an audible ticking noise. Hydraulic lifters may then operate outside their optimal range, causing intermittent small drops in oil pressure, which can trigger low oil pressure warnings. Incorrect valve operation may also lead to misfires and a flashing MIL. Metal debris from progressive mechanical wear is commonly present in the oil filter and sump.

Refer to the '*Measure'* Section and carry out all steps to completion.

Production change

Not applicable, the service bulletin is investigative/diagnostic only.

Measure

WARNING

ALWAYS renew the oil filter element when draining and filling with new engine oil. NEVER reuse engine oil. Suitably blank all disconnected electrical connectors, electrical connections and pipe work to prevent the ingress of dirt and moisture.

CAUTION

Before commencing work on and around the engine, ensure that it has cooled sufficiently, failure to do so

may cause injury to personnel. Avoid prolonged and repeated contact with oils and fluids etc. Always protect the skin with impervious gloves. Always wear suitable eye protection.

Record Evidence

Record a short video clearly capturing the ticking or clicking noise. Determine the applicable diagnostic scenario:

Scenario 1 – Noise accompanied by low oil pressure:

Record a video of the noise and the low pressure indication.

Proceed directly to Step 1.

Scenario 2 – Noise *not* accompanied by low oil pressure (clicking only):

Record a video of the noise.

Raise a Full Technical DISS and provide the following information:

- Confirm the vehicle has full Service history, carried out at the correct time/mileage interval.
- Whether the vehicle has been serviced within the past 12 months.
- Oil specification and quantity used at the most recent service.
- Confirmation that no recent service or repair work could be related.
- Identify whether the noise originates from the upper or lower area of the engine assembly.

Await Bentley Product Support instruction before proceeding.

Figure 1. *Large debris present in oil example*

1. Inspect Oil Sump

Remove the lower oil sump and inspect for large metal debris.

Refer to: *ElsaPro → Rep. Gr. 17 – Lower Sump (W12) – To Remove and Fit*

Document findings using photos and/or video.

Example: Large debris as shown in Figure 1.

If no debris is present, raise a Full Technical DISS.

Dispose of oil per local environmental regulations. Refer to: *ElsaPro → Rep. Gr. 00*

2. Inspect Valvetrain (Conditional)

> **NOTICE**
>
> **Before performing this inspection, raise a Full Technical DISS for approval by the Powertrain TM.**

Once authorised, remove both cam covers and inspect the valvetrain for wear or damage as shown in figure 1 and 2.

Refer to: *ElsaPro → Rep. Gr. 15 – Camshaft Covers – To Remove and Fit*

Document findings with photos and/or video.

Reference Service Bulletin 2081029 in the DISS.

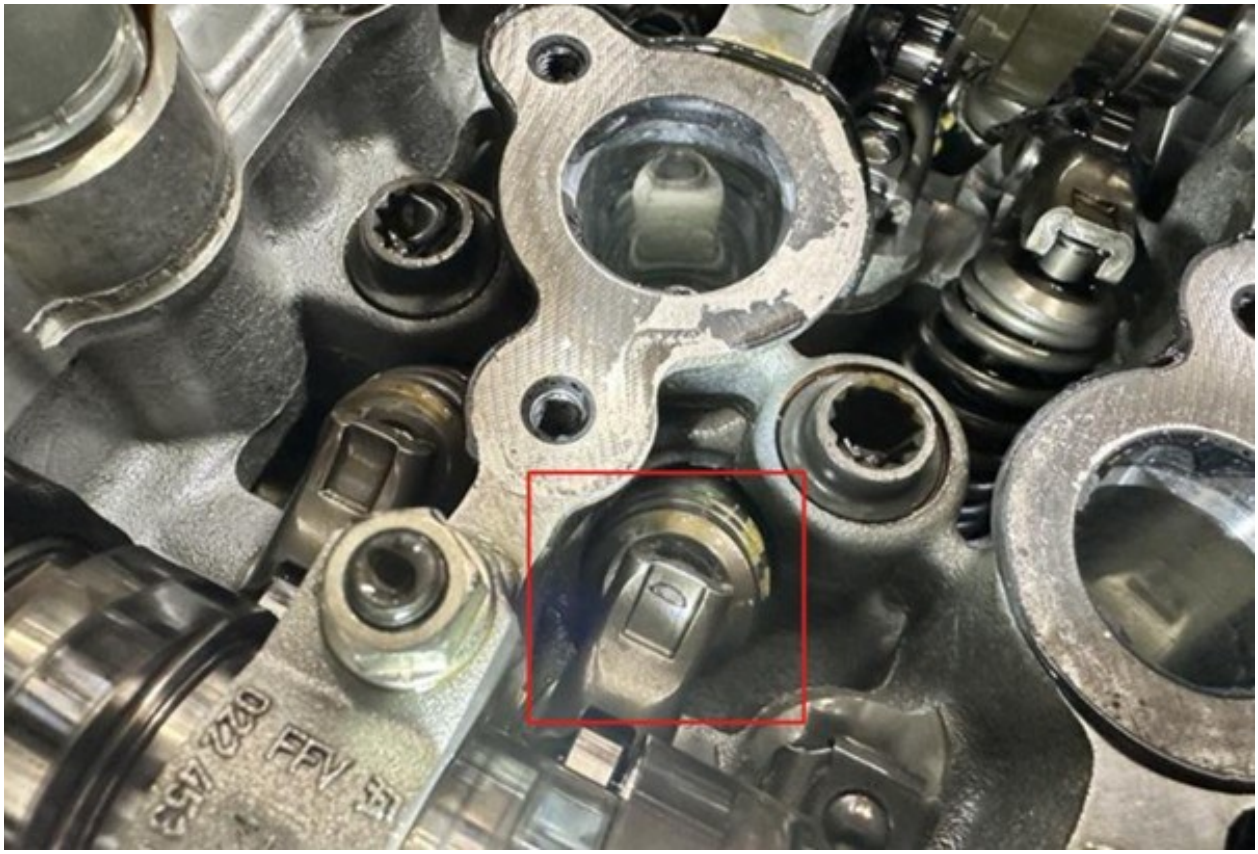

Figure 2. *Valvetrain visible wear damage example 1*

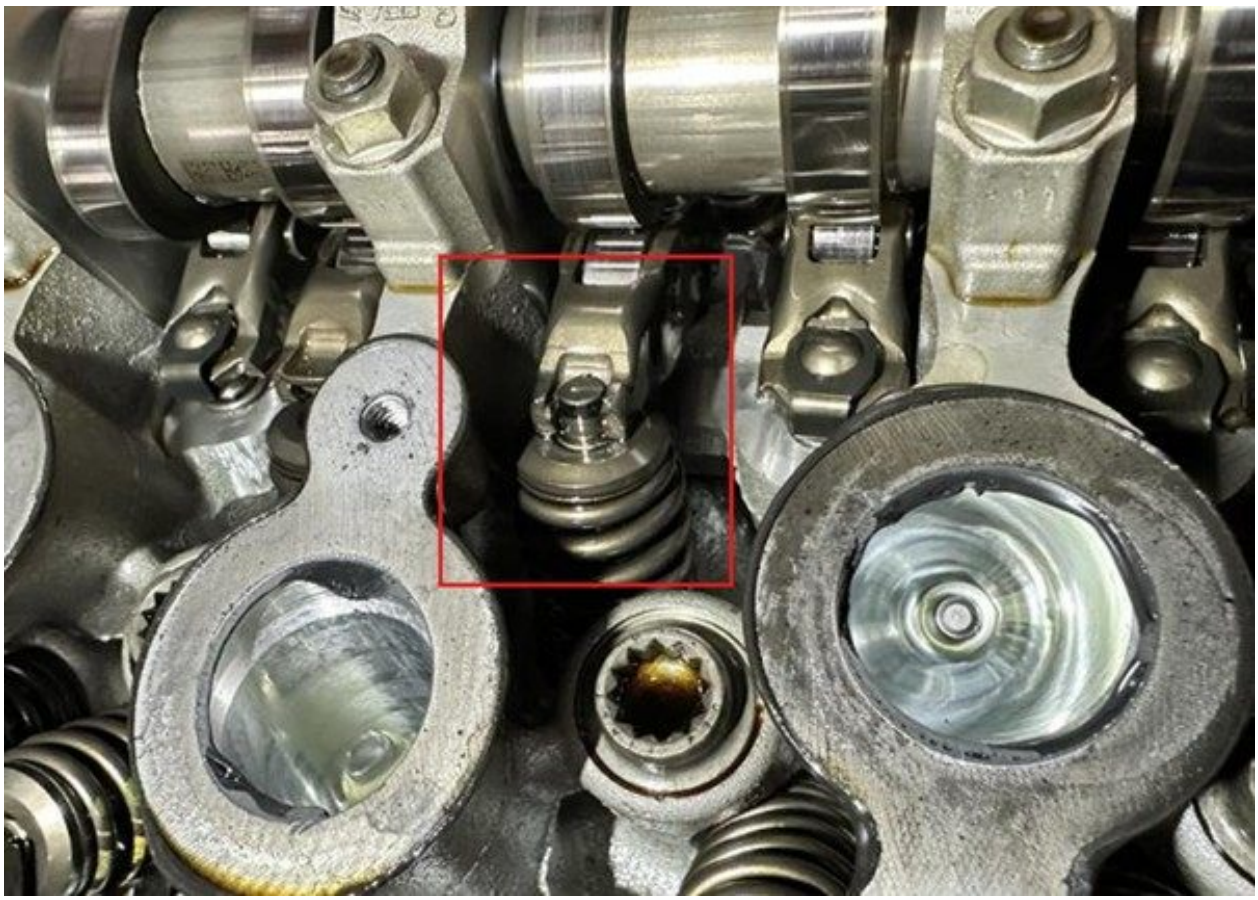

Figure 3. *Valvetrain visible wear damage example 2*

3. Submit All Evidence

Attach all findings to a Technical DISS for review by Bentley Product Support, including:

Video of the noise

Photos of debris, metal contamination, or valvetrain wear

Oil contamination images

Service history and oil specification confirmation (where applicable)

Reference completion of Service Bulletin 2081029 in the DISS query.

Warranty accounting instructions

NOTICE

In the event that any parts are required to be replaced please refer to the warranty accounting instructions with Elsa pro this is due to the numerous vehicle specification and symptom scenarios.

Warranty type: 110 or 910

Damage service number: 15 54

Damage code: 00 10

Engine Oil Sump – To remove and install

Labour operation code: 17 50 19 00

Time: 190 TU

- Replacement of major engine components must not be performed without DISS authorisation.
- Warranty claims must include supporting evidence (oil pressure, photos, sump debris findings, video).

Parts information

Refer to ETKA parts catalogue for all Single Use items as required per ElsaPro workshop information.