

Technical product information

Topic	Engine coolant mixture - Restrictions on use of desalinated water
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 States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2028794/10
Level	EH
Status	
Release date	16 Jul 2026

New customer code

Object of complaint	Complaint type	Position
engine -> cooling system -> coolant	component / consumables -> too little	
engine -> cooling system -> coolant	component / consumables -> cannot be filled sufficiently	
engine -> cooling system -> coolant expansion tank	leaks -> coolant leak	
engine -> cooling system -> coolant	component / consumables -> too much	
engine -> cooling system -> coolant	component / consumables -> cannot be filled	
engine -> cooling system -> coolant	soiling -> mixed w. engine oil	
engine -> engine operation	functionality	
engine -> cooling system -> coolant	soiling -> soiled	
engine -> cooling system	functionality	

Vehicle data

All Engine Derivatives

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
***	2026	E		*	*	*

***	2027	E		*	*	*
****	2003	E		*	*	*
****	2004	E		*	*	*
****	2005	E		*	*	*
****	2006	E		*	*	*
****	2007	E		*	*	*
****	2008	E		*	*	*
****	2009	E		*	*	*
****	2010	E		*	*	*
****	2011	E		*	*	*
****	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		*	*	*
****	2025	E		*	*	*
4V1*	2026	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2026	E		*	*	*

Documents

Document name
master.xml



Connection offline

Technical product information

Transaction No.: **2028794/10**

Engine coolant mixture - Restrictions on use of desalinated water

Release date: 16 Jul 2026

Customer statement / workshop findings

Engine coolant requires topping up or replacing

Technical background

An important factor of influencing the cooling system efficiency is the water used in the mixture

Due to the different ingredients and characteristics existing in each country or even region, Bentley has decided to define the quality of water for cooling systems

Demineralised water according to standard VDE 0510 meets all requirements and can be purchased worldwide

Therefore undiluted coolant should be mixed in the correct ratio using demineralised water as detailed in Elsa Pro coolant specification, this will detail the ratio and type of coolant to use

The use of desalinated water in the engine cooling system is specifically prohibited

Production change

The water quality used in the first fill is defined

Measure



CAUTION

CAUTION

Whenever the coolant has to be replaced or where the level of coolant in the vehicle is to be filled or topped up demineralised water must only be used for the mixture. Tap, well or desalinated water may not have the necessary qualities to ensure the correct function of the coolant



NOTICE

Refer to Elsa Pro coolant specification this will detail the ratio and type of coolant to use

This repair or replacement is not covered under warranty. The above is offered as information regarding the technical and design characteristics of the part

Warranty accounting instructions

Please refer to the following when making warranty claims for demineralised water depending on the scenario

Scenario 1

Service, maintenance and periodic top up - Demineralised water CANNOT be claimed

Scenario 2

Coolant needing to be replaced or topped up as part of a warranty repair that impacts the coolant system -
Demineralised water CAN be claimed