Connection offline

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.	2057978/10
Level	EH
Status	
Release date	16 Jul 2026

New customer code

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

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		*	*	*
4V1*	2025	E		*	*	*
4V1*	2026	E		*	*	*
4V1*	2027	E		*	*	*
Z23*	2025	E		*	*	*
Z23*	2026	E		*	*	*
Z24*	2025	E		*	*	*
Z24*	2026	E		*	*	*
Z32*	2025	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*
ZV1*	2023	E		*	*	*
ZV1*	2024	E		*	*	*
ZV1*	2025	E		*	*	*
ZV1*	2026	E		*	*	*
ZV1*	2027	E		*	*	*

Documents

Document name
master.xml
example.pdf
report.xlsx

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Technical product information	Transaction No.: **2057978/10**
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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 ÷ C x F _____l / 1000km or l / 621miles

Date_____ Signature_____