

WC47 - Checking Engine-oil Level and Correcting it if Necessary (Workshop Campaign)

Vehicle Type: **Cayenne S (92A)/Cayenne GTS (92A)/Cayenne Turbo (92A)/Cayenne Turbo S (92A)**

Model Year: **As of 2012 up to 2013**

Country/Market: USA (C02)

Concerns: **Engine-oil level**

Information: This is to inform you of a voluntary Workshop Campaign on the above-mentioned vehicles.
Engine oil consumption might increase during the vehicle’s run-in period in some cases.
 As a result, it may be necessary to top up the engine oil even on vehicles with low mileage.

Action Required: Check engine-oil level and correct it if necessary.

Affected Vehicles: Only the vehicles assigned to the campaign, if these vehicles come into the workshop in the period from **November 2012 to May 2013 outside of a regular service** (i.e. not for a scheduled oil change service or intermediate maintenance, maintenance, etc.). This campaign affects 271 vehicles in the United States.

Materials: Engine oil*
 * The WWS Warranty system will automatically add into the “Miscellaneous item” section (sublet) of the claim after the claim has been submitted.

Work Procedure: See Attachment “A”.

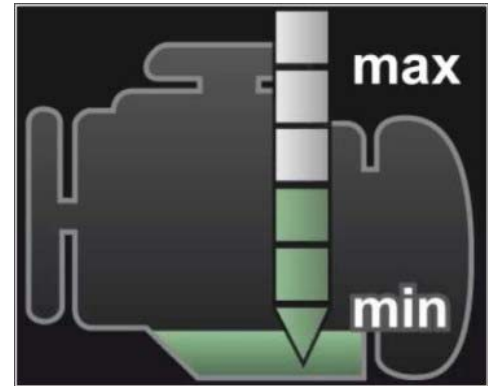
Claim Submission: See Attachment “B”.

Attachment "A": **Work Procedure**

- 1 **Read off the engine-oil level** from the **oil level display in the instrument cluster** according to the instructions in the Owner’s Manual (Main menu “**Vehicle**” > “**Oil level**”).

- 2 **Only** if the engine-oil level that is read off the oil level display in the instrument cluster as shown in ⇒ *Oil level measurement* is **at least two segments below the MAX marking**: Measure the engine-oil level as described in ⇒ *Workshop Manual '170101 Checking engine-oil level using the PIWIS Tester'* using the **PIWIS Tester** and add engine oil according to the specifications on the PIWIS Tester (invoicing: Scope 2).

Otherwise: End of action required (invoicing: Scope 1).



Oil level measurement

Do **not** enter the workshop campaign in the Warranty and Maintenance booklet.

Attachment "B": **Claim Submission** - Workshop Campaign WC47
Warranty claims should be submitted via WWS/PQIS.

Open campaigns may be checked by using either the PIWIS Vehicle Information system or through PQIS Job Creation.

Labor, parts, and sublet will be automatically inserted when Technician is selected in WWS/PQIS. If necessary, the required part numbers will need to be manually entered into warranty system by the dealer administrator.

Scope 1: Checking engine-oil level. There is **no need** to add more engine oil.

Working time:

Checking engine-oil level

Labor time: **10 TU**

⇒ **Damage code WC47 066 000 1**

Scope 2: Checking engine-oil level **and** adding engine oil.

Working time:

Checking engine-oil level and adding engine oil

Labor time: **20 TU**

Parts required:

WC470000001 Engine oil 1 ea.

(= approx. 1 liter, for warranty invoicing only*)

* The WWS Warranty system will automatically add into the "Miscellaneous item" section (sublet) of the claim after the claim has been submitted.

⇒ **Damage code WC47 066 000 1**

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