

Technical Service Bulletin



20 Displayed fuel range is zero miles before tank is empty

20 12 25 2031607/1 November 8, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 / S4	2011 - 2013	000001 - 999999	Not Applicable
A5 / S5			
A5 / S5 cabriolet			

Condition

The customer may report one of the following:

- The instrument cluster displays a fuel range of zero miles before the fuel tank is completely empty.
- Upon refueling at a displayed fuel range of zero miles, the fuel tank accepts fewer gallons than what is shown in the owner's manual capacity chart.

Technical Background

To ensure mobility, a small amount of fuel is still available when a fuel range of zero miles is initially displayed.

Additionally, the fuel range is calculated based on the most recent driving style. Therefore, the actual amount of fuel remaining may vary when a fuel range of zero is initially displayed.

Production Solution

Not applicable.

Service

Do *not* perform any repairs for this condition. Inform the customer of the vehicle operation.



Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.