

Technical Service Bulletin



17 Engine oil consumption too high, 3.0T TFSI Model Year 2010 – 2012

10 12 08 2030197/4 September 5, 2012. Supersedes Technical Service Bulletin Group 10 number 12 – 07 dated August 28, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S5 Cabriolet	2010 – 2012	Not Applicable	CCBA
Audi Q7	2011 – 2012		CJWC, CJWB, CJWE
A6	2010 – 2011		CCAA
A6/A7	2012		CGXB

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Updated Labor operations)
3	8/28/2012	Revised <i>Service</i> (Updated SVM table)
2	8/24/2012	Revised <i>Warranty</i> (Updated Labor operation)
1	7/16/2012	Original publication

Based on customer complaint, follow the procedure below:

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 break-in periods consume more oil during the break-in period, and the oil consumption will stabilize after the break-in period. Refer to the *Owner's Manual* for specific break-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, the 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.

Under certain driving conditions internal engine pressure conditions in the 3.0 TFSI engine can negatively influence the rate of oil consumption. This condition can occur while the vehicle is operated in metro driving conditions, for example: Stop and go traffic with extended idle periods.

Production Solution

Crankcase pressure reduction starting with model year 2013.

Service

Upon *customer complaint* of excessive engine oil consumption proceed as follows:

1. Replace crankcase pressure regulating valve with part number **06E103547H**.
2. Update the Engine Control Module software using SVM action code as listed in the table below.
3. Follow all instructions TSB 2011732 *00 Software Version Management (SVM), operating instructions*.

Perform Oil Consumption Test, Part 1

1. Select: *Function/Component Selection: Powertrain >> Engine >> Engine lubrication >> Partial systems >> Oil consumption measurements*.
2. Follow VAS5051 test protocol exactly and document all information on oil measurement sheets.
3. Archive the VAS5051 diagnostic log and oil measurement test sheets in the vehicle service file.
4. Advise the customer that if the low oil level warning light comes on before the 630 mile (1,000 km) the test is finished; the vehicle must be taken to the dealership for Part 2 of the Oil Consumption Test, regardless of the miles accumulated. The customer should not add any oil.

Oil Consumption Test, Part 2

1. When the customer returns the vehicle to the dealership, perform Part 2 of the Oil Consumption Test.



Note:

Please use the flexible oil funnel VAS 6675 on difficult to reach places (e.g. oil drain plug above sub frame) to avoid oil spills during oil extraction, as needed. For the oil consumption test to be accurate no oil can be spilled.



Figure 1. Oil funnel VAS 6675.

2. Contact Audi Technical Assistance Center (TAC) with all test results.
3. You *must* attach both the GFF log and the oil measurement test sheet to the TAC ticket prior to contacting a TAC consultant.
4. The GFF oil consumption test can also be used for older engines not listed in the GFF test plan since the test and procedure are identical for all engines. Please use any current engine code.

Model	Engine	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Action Code
2010 – 2011 A6/A7	CCAA	4F1910551A	All	4F1910551D	00050	01A092
S4, S5 Cabriolet 2010 2011 – 2012	CCBA	8K9097551A 8K9097551B	All All	8K9097551D 8K9097551D	0003 0003	01A092
2012 A6 / A7	CGXB	4G0907551A	All	4G0907551A	0007	01A092
2011 – 2012 Audi Q7	CJWB CJWC CJWE	4L0910551K 4L0910551A 4L0910551J	0010 0010 0010	4L0910551K 4L0910551A 4L0910551J	0040 0040 0050	01A092

Technical Service Bulletin



Warranty

Only one oil consumption test will be reimbursed under Warranty within the next 25,000 miles (40,000 km).



Note:

Oil measurement plan must be performed independently. Time for additional tasks performed via GFF should not be included in oil measurement time and is subject to removal.

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1055		
Damage Code:	0010		
Labor Operations:	Audi Q7:		
	Pressure regulating valve remove + install (reduced for overlap)	1050 9999	80 TU
	Fuel Rail remove + install	2441 2089	70 TU
	Compressor remove + install	2114 1939	160 TU
	S4/S5 C:		
	Pressure regulating valve remove + install	1050 1941	370 TU
	A6/A7:		
	Pressure regulating valve remove + install (reduced for overlap)	1050 1999	50 TU
	Fuel Rail remove + install	2441 2091	70 TU
	Compressor remove + install	2114 1941	160 TU
	All:		
	Start oil consumption measurement, Part 1	1716 0199	90 TU
	Fuel bleed	2003 0089	10 TU
	SVM software update	2470 2599	50 TU



Technical Service Bulletin

Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000 No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 00 04	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2030197/4		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

Parts Number	Part Description	Quantity
06E103213	Vent Tube	1
06E103547H	Crankcase pressure regulating valve	1
06E998907B	Repair kit	6

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 00 *Software Version Management (SVM), operating instructions*.

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.