

# Technical Service Bulletin



## 17 Engine oil consumption too high, 2.0L TFSI (EA888) Model Year 2009 - 2011

17 15 67 2027731/8 November 5, 2015. Supersedes Technical Service Bulletin Group 17 number 15-60 dated April 24, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, Q5	2009 - 2011	All	2.0L TFSI

## Condition

8	-	Revised <i>Service</i> (Removed reference to TSB 2011732; added GFF requirement)
7	4/24/2015	Revised <i>Required Parts and Tools</i> (Added part)
6	1/29/2015	Revised <i>Service</i> (Updated screenshot and instructions) Revised <i>Warranty</i> (Completely revised) Revised <i>Required Parts and Tools</i> (Updated part number)

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 2.0 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 2012.

## Service

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

- If crankcase pressure regulating valve is not part number **06H103495J** or newer, replace with the current part number in ETKA.
- Replace front crankshaft seal with part number **06L103085B**. (Also requires front crankshaft bolt **WHT001760**).
- Update the Engine Control Module software using SVM action code listed in the table below.

Note that Guided Fault Finding (GFF) **MUST** be used to update the ECM during this procedure to ensure that the diagnosis logs are sent to the paperless server. The Audi Flashing program does not upload to paperless, so using it may result in a rejected warranty claim.

Model	Engine	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code Input
2009 - 2010 A4 2010 A5, A5 Cabriolet	CAEB	8K2907115N	0001	8K2907115AL	0001	01A037
		8K2907115M	0001			
		8K2907115D	0001 - 0002			
		8K2907115AA	0001 - 0003			
		8K2907115AA	0005 - 0006			
2011 A4	CAEB	8K2907115AD	All	8K2907115AG	0002	B801A012
		8K2907115T		8K2907115AM	0002	
2011 A5	CAEB	8K2907115AD	All	8K2907115AG	0002	B801A012
2011 A5 Cabriolet	CAEB	8K2907115AD	All	8K2907115AG	0002	B801A012
		8K2907115T		8K2907115AM		
2011 Audi Q5	CAEB	8R0907115H	All	8R0907115P	0002	B801A012

### 2. Start oil consumption measurement, Part 1.



**Tip:** Ensure the VAS device is at the latest ODIS software level.

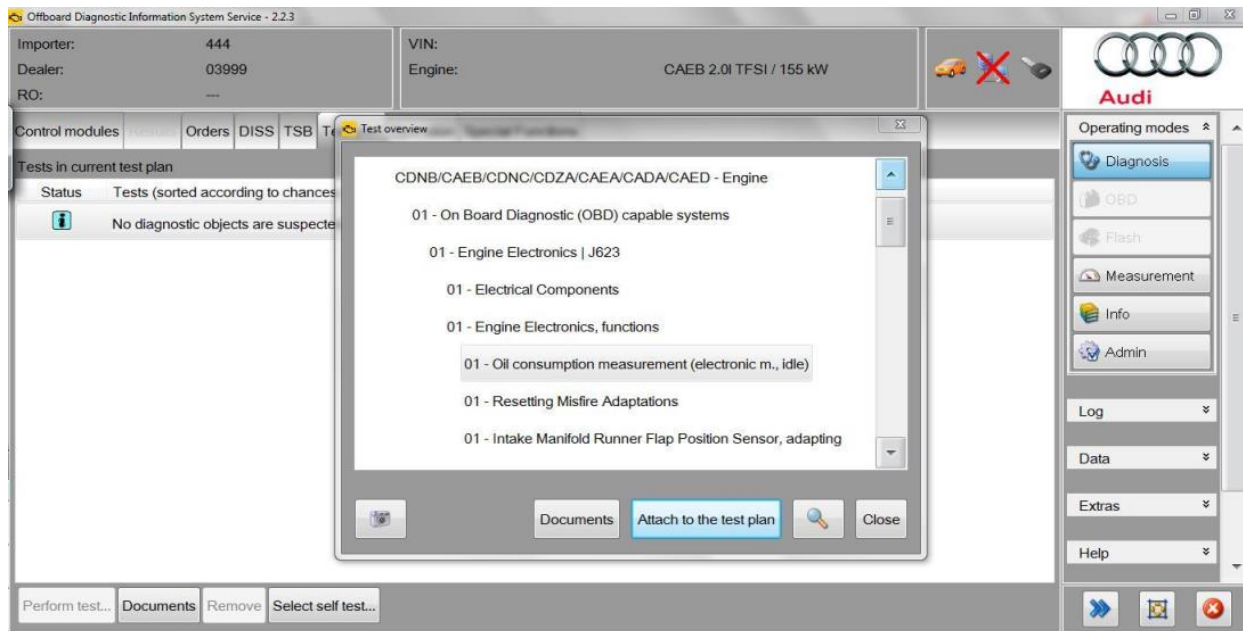


**Tip:** The electronic oil consumption measurement will only function on the 2.0 TFSI engine with engine code **CAEB**.

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- Park vehicle on a level surface, the GFF test plan will *not* continue if vehicle is tilted more than 0.5 degrees (*side to side or front to rear*).
- Start Diagnosis. *Select Self-test >> Powertrain (repair groups 10-39) >> 01 On Board Diagnostic (OBD) >> 01 Engine Electronics >> Engine Electronics, functions >> 01 Oil consumption measurement (electronic m., idle).*



**Figure 1.** 01 – Oil consumption measurement (electronic measurement).

- Follow the GFF test plan, *Start oil consumption measurement* exactly and observe all notes and cautions.

## Warranty

Before proceeding, identify which warranty table below applies:

### **WARRANTY TABLE A for:**

#### **Scenario 1**

- Warranty Extension Key U24 OC Ext – Info AWO Resource Ctr.
- Vehicle has not received the Service Adjustment.
- Vehicle is within 8yr/80,000 mi OR within 18 mos of date of settlement.

### **WARRANTY TABLE B for:**

#### **Scenario 2**

- Warranty Extension Key U24 OC Ext – Info AWO Resource Ctr.

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- Vehicle has not received the Service Adjustment
- Vehicle is outside of 8yr/80,000 mi AND outside of 18 mos of date of settlement

### Scenario 3

- No warranty key present
- Vehicle has not received the Service Adjustment

### NO WARRANTY COVERAGE for:

#### Scenario 4

- Warranty Extension Key U24 OC Ext – Info AWO Resource Ctr. OR No warranty key present
- Vehicle has received the Service Adjustment.

<b>WARRANTY TABLE A (For Scenario 1)</b>			
<b>Claim Type:</b>	110		
<b>Service Number:</b>	S105		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Start oil consumption measurement, Part 1	1716 0199	Time on GFF diagnostic log (Max 60 TU)
	Pressure regulating valve remove + install	1726 1913	50 TU
	Crankshaft vibration damper remove + install	1375 1913	120 TU
	Crankshaft oil seal, pulley end remove + install	1374 1963	30 TU
	SVM software update	2470 2599	Time on GFF diagnostic log (Max 40 TU)
<b>Diagnostic Time:</b>	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 0004	10 TU
	Technical diagnosis at dealer's discretion		

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	(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)
<b>Claim Comment:</b>	As per TSB #2027731/8

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.



**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.

<b>WARRANTY TABLE B (For Scenario 2 and Scenario 3)</b>			
<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	1055		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Start oil consumption measurement, Part 1	1716 0199	Time on GFF diagnostic log (Max 60 TU)
	Pressure regulating valve remove + install	1726 1913	50 TU
	Crankshaft vibration damper remove + install	1375 1913	120 TU
	Crankshaft oil seal, pulley end remove + install	1374 1963	30 TU
	SVM software update	2470 2599	Time on GFF diagnostic log (Max 40 TU)
<b>Diagnostic Time:</b>	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 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		

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<b>Claim Comment:</b>	As per TSB #2027731/7
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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.



**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.



**Note:**

For vehicles outside of extension coverage, only one oil consumption test will be reimbursed under Warranty within the next 25,000 miles (40,000 km).

## Required Parts and Tools

Part Number	Part Description	Quantity
06H103495J or 06H103495AE	Crankcase pressure regulating valve	1
06L103085B	Front crankshaft seal	1
WHT001760	Front crankshaft pulley bolt	1
N 91096702	Oval hexagon socket head bolt	2

Required Tool	Tool number
Dip stick tool	T40178
VAS Tester	Minimum software level: <i>Base 19, Brand 19.34</i>

## 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 (2027731) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.