



# Technical Service Bulletin

## 01 Engine oil level is too high, "Please reduce oil level" message in the instrument cluster

01 20 44 2054893/2 February 20, 2020. Supersedes Technical Service Bulletin Group 01 number 19-16 dated May 3, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, Q8	2019	All	3.0TFSI Turbo
A7, A8, S4, S5, S5 Cabriolet, S5 Sportback, and SQ5	2018 - 2019	All	3.0TFSI Turbo

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Technical Background</i> (Added information)
1	05/03/2019	Initial publication

### Customer states:

- "Please reduce Oil Level" message is shown in cluster or MMI.
- Engine Warmup Request message may also be present.

## Technical Background

Fuel dilution in the engine oil due to multiple short trips in cold weather climate can occur, especially when the engine does not fully reach its operating temperature and fuel evaporation is not complete.

This condition can be mostly avoided by turning off start/stop until the engine is at operating condition.

Audi is currently investigating the conditions which lead to this issue. Please follow the steps outlined in this bulletin to correct the customer concern and provide Audi with valuable information to learn more about the issue.

## Production Solution

Not applicable.



# Technical Service Bulletin

## Service



### Note:

For all warranty repairs, a completed Data Sheet must be uploaded for warranty claim payment. Failure to do so will result in non-payment of the claim. Before beginning, please print out the attached worksheet to record the following information.

1. Verify actual oil level using T40178 according to the Elsa Repair Manual. Record the measurement on the worksheet (see trackingsheet.pdf attachment).



### Note:

If the oil level is not found to be above maximum, this bulletin does not apply. Do not continue to step 2.

2. Fill in the known information on the worksheet (Repair/In-Service date, mileage, customer driving profile, etc.) including the photograph for the actual warning shown in the vehicle (if still present).
3. Using ODIS, record the measured values (Figure 1). Save the log and upload to GFF Paperless.

### Ölstandprüfung EA839 V6 3.0 TFSI

Name Gruppe	Identifier	Kommentar Gruppe
EnginOilTempe	118D 00151	Engine oil temperature
EnginOilLevel	118A -	Engine oil level
EnginOilLevelActuaValue	58D1 100063	Engine_oil_level_actual_value
EnginOilLevelTestProce1	1766 06569	Engine_oil_level_test_procedure_1
EnginOilLevelTestProce1Quali	4F8F 11302	Engine_oil_level_test_procedure_1_qualification
EnginOilLevelTestProce2	1767 10581	Engine_oil_level_test_procedure_2
EnginOilLevelTestProce3	1768 10582	Engine_oil_level_test_procedure_3
EnginOilLevelTestProce3Quali	4F90 11303	Engine_oil_level_test_procedure_3_qualification
OilLevelMeasuMaximValuePerce	4F80 11267	Oil_level_measurement_maximum_value_percent
OilLevelMeasuMinimValuePerce	4F81 11268	Oil_level_measurement_minimum_value_percent
EnginOilLevelHisto1	58D2 10064	Engine_oil_level_history_1
EnginOilLevelHisto2	58D3 10065	Engine_oil_level_history_2
EnginOilLevelHisto3	58D4 10066	Engine_oil_level_history_3
EnginOilLevelHisto4	58D5 10067	Engine_oil_level_history_4
EnginOilLevelHisto5	58D6 10068	Engine_oil_level_history_5
EnginOilLevelHisto6	58D7 10069	Engine_oil_level_history_6
EnginOilLevelHisto7	58D8 10070	Engine_oil_level_history_7
EnginOilLevelHisto8	58D9 10071	Engine_oil_level_history_8
EnginOilLevelHisto9	58DA 10072	Engine_oil_level_history_9
EnginOilTempeMeasuValue	1632 -	Engine_oil_temperature_measured_value
OilLevelAndOilTempeSensoSumpTem...	15B7 06570	Oil_level_and_oil_temperature_sensor_sump_temperature
Anzahl automatische Starts	2756	
Anzahl manueller Starts	2757	grün sind die Messwerte Bezeichnungen in ODIS unter Diag. Adr.
0001		

Figure 1. Values to be uploaded to online GFF.

4. Perform an oil change on the vehicle according to ELSA Repair Manual



# Technical Service Bulletin

5. Upload the completed worksheet (including a picture of the warning) to Doc-IT. Please include the vehicle VIN in any filenames.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>110 up to 48 Months/50,000 Miles.</li><li>G10 for CPO Covered Vehicles – Verify Owner.</li><li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	1711		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Record and upload tracking sheet information	1711 9999	80 TU
	Perform oil change	1701 9999	30 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2054893/2		

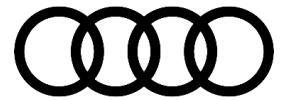
All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

Tool Number	Tool Description
VAS 61XX	ODIS Service with VAS tester
T40178	Dipstick

## Additional Information

All part and service references provided in this TSB (2054893) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.



# Technical Service Bulletin

---

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.