



Technical Service Bulletin

17 Oil minimum warning, the oil level is found low with the dipstick tool

17 20 09 2059366/5 August 3, 2020. Supersedes Technical Service Bulletin Group 17 number 20-05 dated June 30, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RSQ8	2020 - 2021	All	4.0T
SQ7, SQ8	2020	All	4.0T
A8, S8	2019 - 2020	All	4.0T

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Added MY20 A8, S8, SQ7, SQ8, and MY20/21 RSQ8) Revised <i>Service</i> (Updated Step 2 and 4) Revised <i>Warranty</i> (Added Labor Operation)
4	06/30/2020	Revised <i>Warranty</i> (Updated Service Number)
3	06/30/2020	Revised <i>Required Parts and Tools</i> (Removed Parts table)

Customer states:

- The message “Oil minimum warning, add one quart of oil” appears in the instrument cluster.

Workshop findings:

- When measured with the special tool T40178B, the oil level is found to be below the minimum level.
- The oil level is not above the maximum level (when measured with the special tool T40178B).
- There are no DTCs related to the oil level stored in the ECM memory.

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service

- Use special tool T40178 to verify that the oil level is below the minimum level (please provide/record the oil level in the claim description section):
 - Adjust the tool according to Elsa (Figure 1).
 - The oil level needs to be below "0" (minimum).

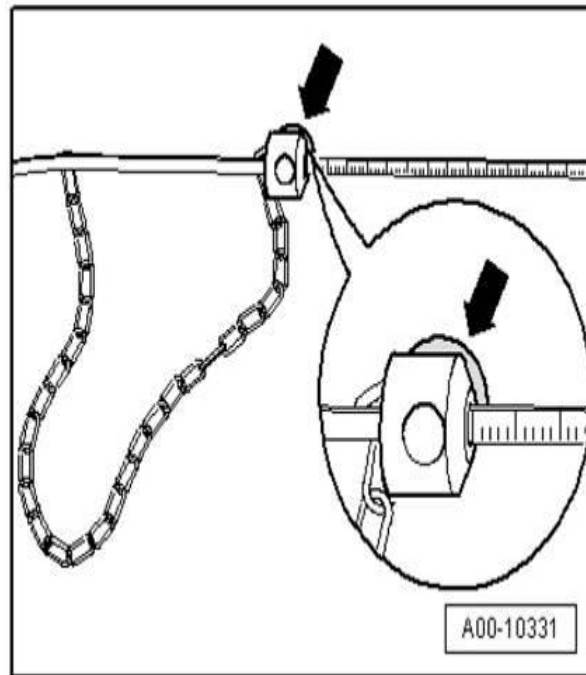


Figure 1. Adjusting the tool.

- Using a borescope inspect inside each cylinder for any trace of oil. Also check the condition of each spark plugs and take pictures.
 - If oil is found inside a cylinder, take pictures and contact TAC for further assistance. Please upload the pictures to your case.
 - If oil is not found then continue with step 3.
- Using ODIS, record the measured values shown in Figure 2. Save the log and upload it to GFF Paperless.



Note:

For all warranty repairs, the complete list of measured values as shown in Figure 2 needs to be uploaded to GFF paperless for warranty claim payment. Failure to do so will result in non-payment of the claim.

MVB ID	MVB description	MVB ID	MVB description	MVB ID	MVB description
1	IDE00151 Engine oil level	11	IDE10065 Engine_oil_level_history_2	21	IDE10582 Engine_oil_level_test_procedure_3
2	IDE00196 Engine oil temperature	12	IDE10066 Engine_oil_level_history_3	22	IDE10732 Engine_oil_level_volume_factor
3	IDE02756 Number_Of_Engine_Start_Manuell	13	IDE10067 Engine_oil_level_history_4	23	IDE11267 Oil_level_measurement_maximum_value_percent
4	IDE02757 Number_Of_Engine_Start_Automatic	14	IDE10068 Engine_oil_level_history_5	24	IDE11268 Oil_level_measurement_minimum_value_percent
5	IDE04820 Fuel_percentage_by_vaporisation_from_engine_oil	15	IDE10069 Engine_oil_level_history_6	25	IDE11302 Engine_oil_level_test_procedure_1_qualification
6	IDE06570 Oil_level_and_oil_temperature_sensor_sump_temperature	16	IDE10070 Engine_oil_level_history_7	26	IDE11303 Engine_oil_level_test_procedure_3_qualification
7	IDE09529 Fuel_mass_flow_degassing_from_engine_oil	17	IDE10071 Engine_oil_level_history_8	27	IDE12748 Oil_level_measurement_refill_quantity
8	IDE09531 Fuel_mass_in_engine_oil	18	IDE10072 Engine_oil_level_history_9	28	IDE14152 Oil_level_measurement_compensated_maximum_value
9	IDE10063 Engine_oil_level_actual_value	19	IDE10580 Engine_oil_level_test_procedure_1	29	IDE14153 Oil_level_measurement_compensated_minimum_value
10	IDE10064 Engine_oil_level_history_1	20	IDE10581 Engine_oil_level_test_procedure_2		



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Figure 2. Measured values to record in GFF using ODIS.

- 4 Please start the engine oil consumption test part 1 according to ODIS.
 - If the vehicle comes back for the oil consumption test part 2, please repeat step 1 and step 2 first.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1716		
Damage Code:	0010		
Labor Operations:	Dipstick check	1716 0199	60 TU
	Cylinder block check	1009 0251	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2059366/5		

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
T40178B	Oil level measuring tool



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Additional Information

All parts and service references provided in this TSB (2059366) 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.

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