



Technical Service Bulletin

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

17 21 13 2059366/6 March 15, 2021. Supersedes Technical Service Bulletin Group 17 number 20-09 dated August 3, 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 |
| 6 | - | Revised <i>Service</i> (Updated Steps 1, 4, and 5) Revised <i>Warranty</i> (Removed Labor Operation) |
| 5 | 08/03/2020 | 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) |

Customer states:

- The message “Oil minimum warning, add two quarts 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.



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Production Solution

Not applicable.

Service

1. Check for leaks.
2. 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).

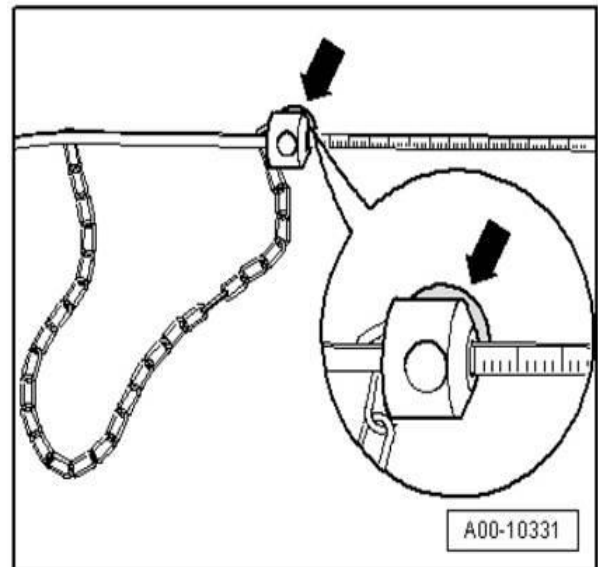


Figure 1. Adjusting the tool.

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 | | |

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



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4. Please start the engine oil consumption test part 1 according to ODIS and take a picture of the long term odometer reading (average speed, distance travelled, time travelled, average fuel consumption). This will give input on the driving style. Tell the customer not to reset the long term odometer reading. It will be read again for part 2. Upload the picture to DOC-IT referencing the VIN of the vehicle.

If the vehicle comes back for the oil consumption test part 2, please repeat step 2 and step 3. Then take another picture of the long-term odometer reading and upload to DOC-IT (Figure 3).

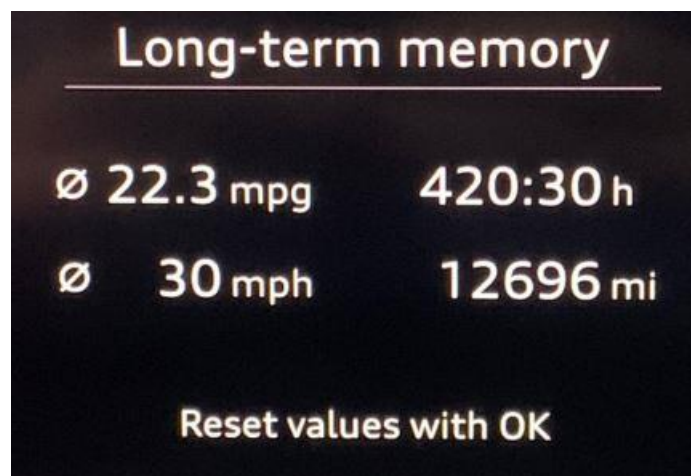


Figure 3. Long-term odometer reading.

5. • If the oil consumption is above the acceptable limit, please contact Audi TAC.
- If the oil consumption is below the acceptable limit, the vehicle can be released. Direct the customer to the owner's manual explanation for the allowable oil consumption limit for the vehicle under the "checking and filling" section.

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 |
| 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 |



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| | |
|-----------------------|-----------------------|
| Claim Comment: | As per TSB #2059366/6 |
|-----------------------|-----------------------|

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 |

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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