
PuMA measure

N74 - Check Control message Check engine oil level.

UR-V-2 65537732-01 - 5/14/21

Complaint:

Check Control message (ID 961): Check engine oil level.

Additional note: The engine oil level has not been determined for a long time. Please measure engine oil level.

The check control message (ID 961) can occur on a new vehicle even with very low usage or relatively low operating hours.

Likewise, the following scenario is possible for a vehicle that has been in use for a long time:

- The Check Control message (ID 961) appears.
- The engine oil level is then successfully measured by the customer via "Detailed measurement".
- After a short time, the Check Control message (ID 961) appears again.

The following fault has been stored in the DME fault memory:

1C4001 - engine oil level: Measurement required

Affected vehicles:

RR11, RR12, RR21, RR22, RR31 with engine N74B68U2 = N74L

RR21, RR22, RR31 with engine N74B68M2 = N74N

Affected production period: until October, 31st 2021

Cause

The electronic measurement of the engine oil level is based on two measuring procedures:

- 1) Monitoring
- 2) Detailed measurement

"Monitoring":

The "monitoring" runs in the background during engine operation.

Limits of the system:

In the case of frequent short journeys or dynamic driving style, it may not be possible to obtain a measured value.

If no measured value can be determined over a longer period of time due to an unfavourable driving profile, the check control message (ID 961) is triggered.

With the Check Control message (ID 961), the customer is requested to carry out the "detailed measurement".

Unfavourable DME application.

The time period (without a measured value) until a check control message (ID 961) is triggered was too short.

For the sake of completeness, it must also be mentioned that the time period (without the presence of a measured value) until a Check Control message (ID 961) is triggered depends on the oil level of the last measured value.

The lower the oil level was at the last reading, the shorter this period is.

Period of time (without a measured value) until the check control message (ID 961) is triggered, if the oil level was at the maximum at the last measured value:

- At a lower I level than 21-11-500: 18 operating hours
- With an I level of 21-11-500 or more recent: 300 operating hours (but maximum 5,000 km)

Measure

In the event of a customer complaint, proceed as follows.

Read out I level of the vehicle:

If the I level is lower than 21-11-500:

Program and encode vehicle with ISTA 4.32.1x (expected availability end of October 2021) to I level 21-11-500 (or a more recent version).

Notes:

No measure is available in advance.

Part exchange does not provide a remedy.

If the I level is 21-11-500 or more recent:

Do not program and encode the vehicle.

Inform the customer about the two measuring procedures of the electronic measurement of the engine oil level.

As well as pointing out to the customer that the electronic measurement of the engine oil level is described in the operating instructions.

Invoicing:

Processing and reimbursement must be conducted according to current warranty conditions.

Validity information

Model series:	[RR22, RR11, RR12, RR31, RR21]
Engine range:	[N74L, N74N]
Body style:	[ALL]
Fault codes:	[]
Production period:	to 10/30/21

Repair overviews

13/62/005/28764/36546, Coolant/engine oil/air temperature sensor, Cannot be encoded with VFC, , Cannot be encoded with VFC, , Program/Coding