

Technical Service Bulletin



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

01 23 34 2054893/6 January 5, 2023. Supersedes Technical Service Bulletin Group 01 number 21-01 dated March 23, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S5, S5 Cabriolet, S5 Sportback, and SQ5	2018 – 2022	All	3.0L Engine
RS 5	2018 – 2019 2021 – 2022		
RS 5 Sportback	2019 2021 – 2022		
S6, A6 allroad, S6, and Q7	2020 – 2022		
A8 e quattro	2020		
SQ5 Sportback	2021 - 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised <i>Warranty</i> (Labor Operation)
5	03/23/2021	Revised header (Added DKMB engine and model year)
4	03/02/2021	Revised header (Added model year) Revised <i>Warranty</i> (Updated Labor Operation) Revised <i>Additional Information</i> (Added references)

Customer states:

- "Please reduce oil level" message is shown in cluster or MMI (Figure 1).

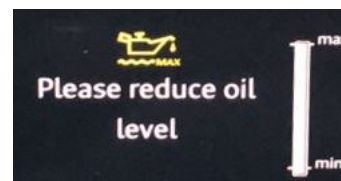
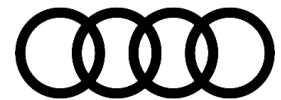


Figure 1. Message in instrument cluster.

Technical Background

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Due to stringent requirements to achieve high engine thermal efficiency, this condition can be seen when the engine is rarely reaching its operating temperature and fuel evaporation out of the oil is not complete.

The customer's frequent short trips, especially in cold weather climate could increase fuel dilution into the engine oil.

This condition can be mostly avoided by letting the engine reach its fully stabilized operating temperature more frequently.

Refer the customer to the owner's manual under "*Display and Operation -> Vehicle Functions*" section for a description of the normal operating temperature: "The engine has reached its operating temperature when the engine oil temperature is between 176°F (80°C) and 248°F (120°C)". Also refer to section *Maintenance and care >> Engine oil*, for fuel dilution verbatim if necessary.

Production Solution

Not applicable.

Service

1. Verify the actual oil level using T40178 according to the Elsa Repair Manual.



Note:

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

2. For first-time visit for this concern:
 - a. Please inform the customer that this condition is due to repetitive and extremely short-distance driving. The engine of the vehicle needs to be fully warmed up occasionally.

For example, a 30-minute or longer highway drive, or when the engine oil reaches 80°C or above will mostly prevent this condition. Partial load, highway drive is preferable to reduce an eventual fuel dilution condition.
 - b. Perform a courtesy one-time oil + filter change on the vehicle according to the ELSA repair manual.
3. For repeat customers:
 - a. Please inform the customer to occasionally warm up their vehicle as stated above.
 - b. Alternatively, perform an oil change under CAP/Goodwill.

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:	1711

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Damage Code:	0010		
Labor Operations:	Perform oil change	1701 1799	70 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2054893/6		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
06M198405F	Oil Filter	01
See ETKA	Oil	See ETKA/ELSA

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)
T40178B	Dipstick

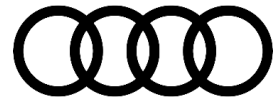
Additional Information

More information on this system can be found in the following resources:

- Owner's Manual: Display and Operation -> Vehicle Functions.
- Owner's Manual: Maintenance and care >> Engine oil.

All part and service references provided in this TSB (**2054893**) are subject to change and/or removal.
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