

## Engine Oil Level Cannot Be Checked via Instrument Cluster Service Menu

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Topic number	LI54.30-N-079757
Version	1
Function group	54.30 - Instrument cluster, display instruments, hazard warning device
Date	9/26/25
Validity	Sprinter 907 with OM642/OM651/OM654
Reason for change	Addition of new content

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### Complaint

Sometimes the engine oil level cannot be determined using the instrument cluster's service menu. The following messages may be displayed:

- Engine oil level currently inoperative. See Attachment: Message "Engine oil level currently inoperative" (shown in German on model 907 with code C6L (Multifunction steering wheel)).
- Engine oil level measurement is running. Repeat the query after a maximum of 30 minutes of driving time.

Information:

It is still possible to determine the engine oil level via the workshop menu or XENTRY Diagnostics.

Attachments	
File	Description
1.JPG	Message "Engine oil level currently inoperative" (shown in German on model 907 with code C6L (Multifunction steering wheel)).



## Cause

No current value for the saved oil volume has been stored in the drivetrain control unit (CPC, N127).

### Information:

Depending on driving conditions, it can take up to approximately 60 minutes before the oil level value is updated in the instrument cluster. The value is updated fastest when the vehicle is on level ground and the engine is idling.

### Important Note:

- IF equipped with a hood switch: Opening the hood sends a signal to the drivetrain control unit (CPC, N127) via the hood switch (S62/41 for model 447 or S62/51 for model 907); as a result, the saved oil volume is recalculated.
- IF NOT equipped with a hood switch: The saved oil volume is recalculated by performing the following steps in XENTRY Diagnostics:

### Confirm the oil service:

- XENTRY → Instrument cluster → Adaptation menu → Configuration → Manual settings → Maintenance → Confirmation of general maintenance

### Reverse the confirmed service:

- XENTRY → Instrument cluster → Adaptation menu → Configuration → Manual settings → Maintenance → Reset general maintenance

## Remedy

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Information: Do not replace any components or parts.

Prerequisite: When checking the engine oil level with the oil dipstick, the level must be between the MIN and MAX markings. Refer to the operator's manual.


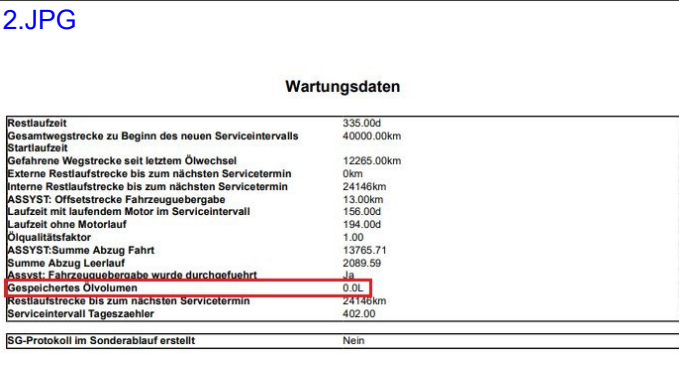
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1. Connect diagnostic device (see AD00.00-D-2000-06TS for model 907).
  - Always use the latest XENTRY Diagnostics software release with all available add-ons.
  - Follow all operation steps in XENTRY Diagnosis precisely.
2. Perform initial quick test (see AD00.00-D-2000-06TS for model 907).
  - Print out the initial quick test as a PDF file and attach it to the order in a tamperproof manner.
3. Create and save the control unit log for drivetrain control unit (CPC, N127).
  - Print out the control unit log as a PDF file and attach it to the order in a tamperproof manner.
  - Check the saved oil volume in the "Maintenance data" tab of the control unit log. See Attachment: Saved oil volume in "Maintenance data" tab of the control unit log (shown in German).
  - If the saved oil volume in the "Maintenance data" tab is more than 0.0 liters and it is not possible to determine the engine oil level via the service menu, conduct further research on the exact reason for the customer complaint and initiate corresponding repair measures.
  - If the saved oil volume is 0.0 liters, proceed with operation step 4.
4. Check actual values for engine oil level in the engine control unit and observe any relevant information and descriptions in XENTRY Diagnosis.
  - Quick test view → Engine control unit → Actual values → Oil circuit → Oil level gauge
5. Clear fault memory (see AD00.00-D-2000-06TS for model 907).
6. Disconnect diagnostic device (see AD00.00-D-2000-06TS for model 907).
7. Carry out a test drive of more than 30 minutes, run the vehicle in idle for approximately 3 minutes on a level surface, switch the ignition off and on again, and then record the engine oil level again using the instrument cluster's service menu.
  - Only carry this out if the saved oil volume in the "Maintenance data" tab is 0.0 liters.
  - When checking the engine oil level via the service menu, refer to the operator's manual. Inform the customer accordingly about these circumstances. See Attachment: Message "Engine oil level OK" (shown in German on model 907 with code C6L (Multifunction steering wheel)).
8. If the customer complaint occurs again, create a TIPS case directed to the Powertrain inbox, including all required information from this LI.

**Info:** To investigate the fault profile more precisely, further information is required. Please attach the following documents to the XENTRY TIPS case:

- Initial quick test (PDF)
- Control unit log of the drivetrain control unit (CPC, N127) (PDF)
- Photo of the displayed message when determining the engine oil level via the service menu of the instrument cluster
- Photo of the display when determining the engine oil level via the workshop menu

Important: Save the initial quick test and control unit log as PDF files and attach to the XENTRY TIPS case (no copies or scanned documents).

Attachments																																			
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<p><a href="#">2.JPG</a></p>  <table border="1"> <caption>Wartungsdaten</caption> <tbody> <tr><td>Restlaufzeit</td><td>335.00d</td></tr> <tr><td>Gesamtwegstrecke zu Beginn des neuen Serviceintervalls</td><td>40000.00km</td></tr> <tr><td>Startlaufzeit</td><td></td></tr> <tr><td>Gefahrene Wegstrecke seit letztem Ölwechsel</td><td>12265.00km</td></tr> <tr><td>Externe Restlaufstrecke bis zum nächsten Servicetermin</td><td>0km</td></tr> <tr><td>Interne Restlaufstrecke bis zum nächsten Servicetermin</td><td>24146km</td></tr> <tr><td>ASSYST: Offsetstrecke Fahrzeugübergabe</td><td>13.00km</td></tr> <tr><td>Laufzeit mit laufendem Motor im Serviceintervall</td><td>156.00d</td></tr> <tr><td>Laufzeit ohne Motorlauf</td><td>194.00d</td></tr> <tr><td>Ölqualitätsfaktor</td><td>1.00</td></tr> <tr><td>ASSYST:Summe Abzug Fahrt</td><td>13765.71</td></tr> <tr><td>Summe Abzug Leerlauf</td><td>2089.59</td></tr> <tr><td>Assyst: Fahrzeugübergabe wurde durchgeführt</td><td>Ja</td></tr> <tr><td>Gespeichertes Ölvolumen</td><td>0.0L</td></tr> <tr><td>Restlaufstrecke bis zum nächsten Servicetermin</td><td>24146km</td></tr> <tr><td>Serviceintervall Tageszähler</td><td>402.00</td></tr> <tr><td>SG-Protokoll im Sonderablauf erstellt</td><td>Nein</td></tr> </tbody> </table>	Restlaufzeit	335.00d	Gesamtwegstrecke zu Beginn des neuen Serviceintervalls	40000.00km	Startlaufzeit		Gefahrene Wegstrecke seit letztem Ölwechsel	12265.00km	Externe Restlaufstrecke bis zum nächsten Servicetermin	0km	Interne Restlaufstrecke bis zum nächsten Servicetermin	24146km	ASSYST: Offsetstrecke Fahrzeugübergabe	13.00km	Laufzeit mit laufendem Motor im Serviceintervall	156.00d	Laufzeit ohne Motorlauf	194.00d	Ölqualitätsfaktor	1.00	ASSYST:Summe Abzug Fahrt	13765.71	Summe Abzug Leerlauf	2089.59	Assyst: Fahrzeugübergabe wurde durchgeführt	Ja	Gespeichertes Ölvolumen	0.0L	Restlaufstrecke bis zum nächsten Servicetermin	24146km	Serviceintervall Tageszähler	402.00	SG-Protokoll im Sonderablauf erstellt	Nein	<p>Saved oil volume in "Maintenance data" tab of the control unit log (shown in German).</p>
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# XENTRY Tips

WIS-References		
Document number	Title	Note
AD00.00-S-2000-04E	Connect STAR DIAGNOSIS, read out fault memory	Model 447

## Disclaimer

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge to properly and safely perform diagnosis and repairs on Mercedes-Benz vehicles, using Mercedes-Benz approved tools and equipment. It informs service technicians about conditions that could occur in certain vehicles and provides information that could assist in proper vehicle diagnosis, service, or repair. It does not indicate that a defect is present in any vehicle referenced in this document nor does it imply warranty coverage. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or groups of vehicles, or that a described repair applies to any particular vehicle or groups of vehicles. There can be multiple causes resulting in the same or similar symptoms or conditions described in this document, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis. The information contained in this document does not guarantee warranty coverage nor does it extend the vehicle's warranty in any way.

Symptoms
Power generation > Engine lubrication/oil cooling > Function > Oil level too high
Power generation > Engine lubrication/oil cooling > Function > Oil level too low
Power generation > Engine lubrication/oil cooling > Indicator lamp > Engine oil level indicator lamp > lit
Communication/information > Information display > Displays > Multifunction display > Function > Malfunction
Communication/information > Information display > Displays > Multifunction display > Multifunction display, error messages > Implausible messages despite properly functioning message systems
Communication/information > Information display > Indicator lamp > Malfunction
Power generation > Engine lubrication/oil cooling > Display message > Oil sensor message

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
			5440Z**	Drivetrain control unit - Fault type: Not determinable. Information: The listed damage code is not equivalent with an acceptance of costs. The general guidelines in the Warranty Manual apply.
009151	Perform test drive Reason: ..... Technician: ..... Departure: ..... Arrival: ..... km/mi at start: ..... km/mi at end: .....			If no saved oil volume is stored.
540740	Check instrument cluster/display instruments (following quick test)			
541011	Perform quick test			