



Technical Service Bulletin

17 "Oil minimum warning, add one quart of oil" message appears, but oil level is above minimum (but not overfilled)

17 17 84 2038119/9 June 2, 2017. Supersedes Technical Service Bulletin Group 17 number 16-77 dated September 16, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5	2013 - 2018	All	3.0 liter engine
A8	2013 - 2014	All	3.0 liter engine
Q5	2015 - 2017	All	3.0 liter engine
Q7	2011 - 2016	All	3.0 liter engine
A6, A7	2012 - 2015	All	3.0 liter engine
A4, A5 cabriolet	2011 - 2018	All	3.0 liter engine

Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised header data (Added engine code)
8	09/16/2016	Revised <i>Condition</i> (Added additional criteria) Revised <i>Service</i> (Updated step 1)
7	06/08/2016	Revised <i>Service</i> (Updated step 2 and added step 3) Revised <i>Warranty</i> (Added GFF time)

- The message "Oil minimum warning, add one quart of oil" appears in the instrument cluster, but the oil level is above the minimum level (when measured with special tool T40178).
- The oil level is not above the maximum level (when measured with the special tool T40178).
- There are no DTCs related to oil level stored in the ECM memory.



Note:

If the crankcase is **overfilled** with oil, an incorrect oil level may be displayed in the MMI including "Oil minimum warning, add one quart of oil". If the crankcase is found to be overfilled, correct the oil level and **do not replace the oil level sensor**.



Technical Service Bulletin

Technical Background

The oil level sensor is defective.

Production Solution

Updated oil level sensor.

Service

1. Use special tool T40178 to verify that the oil level is not below the minimum level:
 - Adjust the tool according to Elsa (Figure 1).
 - The oil level needs to be above "0" (minimum).
 - The oil level needs to be below the maximum level according to Elsa. If the oil level is found to be above the maximum level, **do not replace the oil level sensor**. Correct the oil level and skip to step 3.

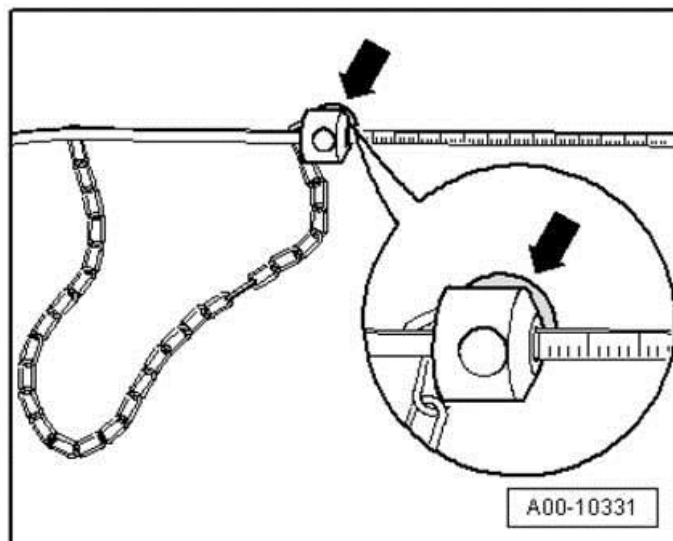


Figure 1. Adjusting the tool.

2. Replace the oil level sensor.
Make sure that the oil level is at **max** (but not exceeding max), with engine oil temperature at **80°C**.
3. Perform the "oil level/temp adaptation" in the cluster (address word 0017).



Note:

Do not perform an oil consumption test.



Technical Service Bulletin

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 vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	1711		
Damage Code:	0010		
Labor Operations:	Replace oil level sensor (For A6, A7, A8, Q7)	1711 1900	90 TU
	Replace oil level sensor (For A4, A5, Q5)	1711 1900	70 TU
Diagnostic Time:	GFF	0150 0000	Max 30 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB # 2038119/9		

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

Part number	Part Description	Quantity
03C907660S	Oil level sensor	1

Tool number	Tool Description
T40178	Oil level measuring tool



Technical Service Bulletin

Additional Information

All parts and service references provided in this TSB (2038119) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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