



Technical Service Bulletin

17 Message "Oil level sensor: oil change necessary. Please contact Service." in instrument cluster

17 17 85 2045581/4 June 22, 2017. Supersedes Technical Service Bulletin Group 17 number 17-81 dated April 10, 2017 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| A3 | 2016 - 2018 | All | e-tron |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 4 | - | Revised header data (Added model year) |
| 3 | 04/10/2017 | Revised header data (Updated to correct ElsaPro display issue) |
| 2 | 12/23/2016 | Revised <i>Technical Background</i> (Updated Tip) Revised <i>Service</i> (Updated procedure) Revised <i>Warranty</i> (Added maintenance statement) |

Customer Concern:

- The message "Oil level sensor: oil change necessary. Please contact service" appears too early for due service.

Workshop Findings:

- The customer statement can be reproduced.
- No fault code for the oil level sensor is logged.

Technical Background

Oil level too high because the oil was extracted at the last oil change service contrary to the instructions in the maintenance documents. The oil has to be drained.



Tip:

At the last oil change/service too much oil was put into the vehicle.



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Production Solution

Not applicable.

Service

A replacement of the oil level sensor does not fix the problem.

Correct the oil level as described in the maintenance documents.

Warranty

The replacement of the oil level sensor for the above conditions is not covered under warranty.

If the concern occurred because maintenance guidelines were ignored, this is not covered by any Audi Warranty.

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.

Additional Information

All parts and service references provided in this TSB (2045581) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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