



Technical Service Bulletin

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

01 20 76 2054893/3 August 12, 2020. Supersedes Technical Service Bulletin Group 01 number 20-44 dated February 20, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4	2017 - 2021	All	3.0 TFSI
A6, A7, A8, and Q8	2019 - 2021	All	3.0 TFSI
S5, S5 Cabriolet, S5 Sportback, and SQ5	2018 - 2021	All	3.0 TFSI
Q7, A6 Avant, and A6 allroad	2020 - 2021	All	3.0 TFSI

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added models) Revised <i>Condition</i> (Added photo and updated information) Revised <i>Technical Background</i> (Updated all) Revised <i>Service</i> (Updated Steps) Revised <i>Warranty</i> (Updated Labor Operations) Revised <i>Required Parts and Tools</i> (Added table)
2	02/20/2020	Revised <i>Technical Background</i> (Added information)
1	05/03/2019	Initial publication

Customer states:

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

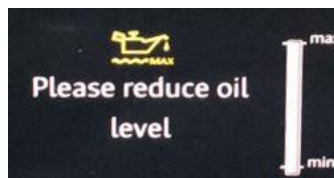


Figure 1. Message in instrument cluster.



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Technical Background

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



Note:

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

2. For first time visit for this concern:

- Please inform the customer that this condition is due to repetitive and extreme short distance driving. The engine of the vehicle needs to be occasionally fully warmed up.

For example a 30min 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.

- Perform a courtesy one time oil + filter change on the vehicle according to ELSA Repair Manual.

3. For repeat customers:

- Please inform the customer to occasionally warm up their vehicle as stated above.
- Alternatively, perform an oil change under CAP/Goodwill.



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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		
Damage Code:	0010		
Labor Operations:	Perform oil change	1701 9999	30 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 #2054893/3		

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 current version of ODIS (Windows 10)
T40178B	Dipstick



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Additional Information

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

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