

# Technical Service Bulletin



## 17 Oil consumption measurement - Repair Authorization (CA)

17 12 32 2018550/13 2018550/13. Supersedes Technical Service Bulletin Group 17 number 12 – 31 dated August 30, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT	2000 – 2013	All	Not Applicable
A3	2006 – 2013		
A4	2000 – 2013		
A5/S5	2008 –2009 and 2013		
A6	2000 – 2008 and 2013		
A6/S4/S5	2000 – 2009 2013		
A8	2000 – 2013		
Audi Q5	2009 – 2013		
Audi Q7	2007 – 2010 and 2013		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
13	-	Revised header data
12	8/30/2012	Revised header data (Removed vehicles with 3.0 T engines)
11	11/3/2011	Revised header data (Removed B8 vehicles with 2.0 TFSI engine code CAEB) Revised <i>Service</i> Revised <i>Warranty</i> (Added note)
10	1/14/2011	Revised <i>Warranty</i> (Mandatory Web Based Training) Revised <i>Warranty</i> (Claim allowance) Revised <i>Tools</i> (Digital scale)

Based on customer complaint, follow the procedure below:



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## Technical Background

In order to provide effective lubrication and cooling of internal engine components, all internal combustion engines consume a certain amount of engine oil. Oil consumption varies from engine to engine and may change significantly over the life of the engine. Typically engines with specified break-in periods consume more oil during the break-in period, and the oil consumption will stabilize after the break-in period. Refer to the *Owner's Manual* for specific break-in procedures.

Under normal conditions, the rate of oil consumption depends on the quality and viscosity of the oil, the RPM at which the engine is operated, the ambient temperature and road conditions. Additional factors are the amount of oil dilution from water condensation or fuel residue and the oxidation level of the oil.

## Production Solution

Not applicable.

## Service

1. Prior to the start of the test, certification of Web Based Training - 920104 *Oil Consumption Testing* is a mandatory requirement for the Shop foremen and all technicians at every dealership, per **Warranty Policy and Procedure Bulletin AWA-11-01**.
2. If the vehicle is within Warranty(ies), you *must* obtain authorization from the Audi Technical Assistance Center before proceeding to Part 1 of the test.
3. When creating a TAC ticket, in the field *Concern Type*, select *Oil Consumption Repair Authorization*, as shown below.

The screenshot shows a 'Create Ticket' form with a 'Ticket Information' section. The 'Concern Type' dropdown menu is open, displaying a list of options. The option 'Oil Consumption Repair Authorization' is highlighted. Other visible options include 'Audi Automatic Transmission', 'Audi- Electrical and MMI', 'A/C - CV Top -Brakes- Body/Chassis/Suspension & Air Bag', 'Engine and Engine Electronics', 'A8 W12 Repair Authorization', 'Audi Standard Transmission and Final Drive', 'Audi R8 Launch Repair Authorization', and 'A3 TDI Launch Engine, Fueling & Exhaust Authorization'. The form also includes fields for 'Technician Code', 'Dealer Code', 'VIN', 'Model', and 'Mileage/Kilometer', and a 'Technician Questionnaire' section.

### Oil Consumption Test, Part 1

1. Perform the test plan in the VAS5051 tester before making any repairs.
2. Select: *Function/Component Selection: Powertrain >> Engine >> Engine lubrication >> Partial systems >> Oil consumption measurements*.
3. Follow VAS5051 test protocol exactly and document all information on oil measurement sheets.

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4. Archive the VAS5051 diagnostic log and oil measurement test sheets in the vehicle service file.
5. Advise the customer that if the low oil level warning light comes on before the 630 mile (1,000 km) test is finished; the vehicle must be taken to the dealership for Part 2 of the Oil Consumption Test, regardless of the miles accumulated. The customer should *not* add any oil.

## Oil Consumption Test, Part 2

1. When the customer returns the vehicle to the dealership, perform Part 2 of the Oil Consumption Test.
2. Contact Audi Technical Assistance Center (TAC) with all test results.
3. You *must* attach both the GFF log and the oil measurement test sheet to the TAC ticket prior to contacting a TAC consultant.

The GFF oil consumption test can also be used for older engines not listed in the GFF test plan since the test and procedure are identical for all engines. Please use any current engine code.

## Warranty



### Note:

This TSB does *not* apply and is not subject to reimbursement for Model Year 2009> A4, A5, A5 Cabriolet and Audi Q5 with a 2.0TFSI (CAEB) engine.

Effective February 1<sup>st</sup>, 2011:

Only Shop foremen and technicians who have completed the Web Based Training - *920104 Oil Consumption Testing*, will be reimbursed for oil consumption test.

Only one oil consumption test will be reimbursed under Warranty within the next 25,000 miles (40,000 km).

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	1716		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Oil consumption test, Part 1	1716 01 99	90 TU
	Oil consumption test, Part 2	1716 02 99	60 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2018550/13		

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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

Minimum required digital scale CPWplus 15 Bench Scale which was sent as Automatic Shipment AT-317, as of January 17<sup>th</sup>, 2011.

Required Tool	Tool number
Digital scale	CPWP15

## Additional Information

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