



Important!

Please give copies to all
your VW Technicians

Technical Bulletin

Subject: Oil Consumption, Evaluating

Group: 17

Number: 01-01

Model(s): All

Date: Mar. 5, 2001

Condition

Customer complains about oil consumption.

Service

Process Summary

- 1 - Service Manager/Advisor fills out Oil Consumption form and notifies OTS.
- 2 - Dealership Technician changes oil and filter ensuring proper oil brand, classification, viscosity and level when customer leaves Dealership.
- 3 - Customer is instructed on how to properly check oil, and when to return to Dealership.
- 4 - Customer returns to Dealership when oil reaches the add area on the dipstick.
- 5 - Dealership Technician checks that oil level is in the add area on dipstick, adds correct amount of oil to bring level to full area on dipstick and records amount of added oil on consumption form.
- 6 - Dealership Technician Faxes completed Evaluation form to VWoA and Calls the Dealer Technician Helpline for further instructions.

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Process

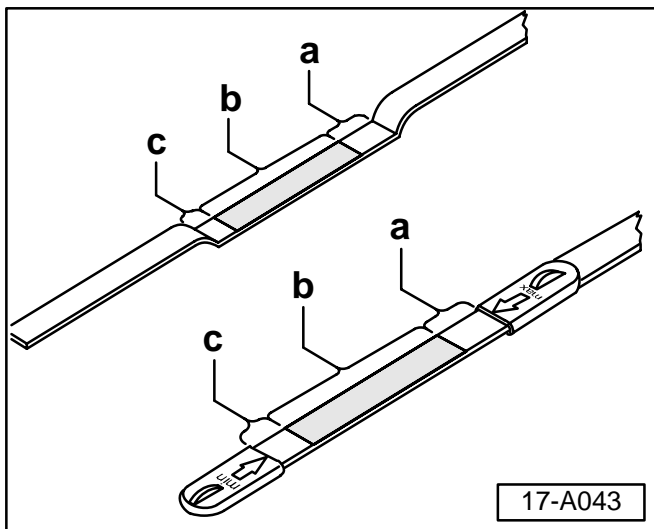
Oil consumption evaluation, preliminary information (Service Manager/Advisor)

Using a copy of the attached evaluation form, ask the Customer:

- When was oil last added?
- What kind of oil was last added (brand, viscosity, etc.)?
- How much oil do you believe you are using?
 - Make a copy of the attached oil consumption evaluation form.
 - Fill out appropriate information on evaluation form.
 - Contact and inform your OTS regarding your intent on evaluating the vehicle for oil consumption.

Oil consumption evaluation, Initial Technician instructions

- Check for any external oil leak(s) (repair any leak found).
- Inspect dipstick tube and ensure that it is properly inserted and fully seated.
- Drain engine oil completely and replace oil filter.
- ◀ – Fill engine oil to proper level on dipstick area (-a-) (use only VWoA approved oil with proper viscosity for climatic conditions).
- Advise Customer to on how to properly check oil level every time he or she refuels the vehicle (see Page 3).



(Cont. on Page 3)



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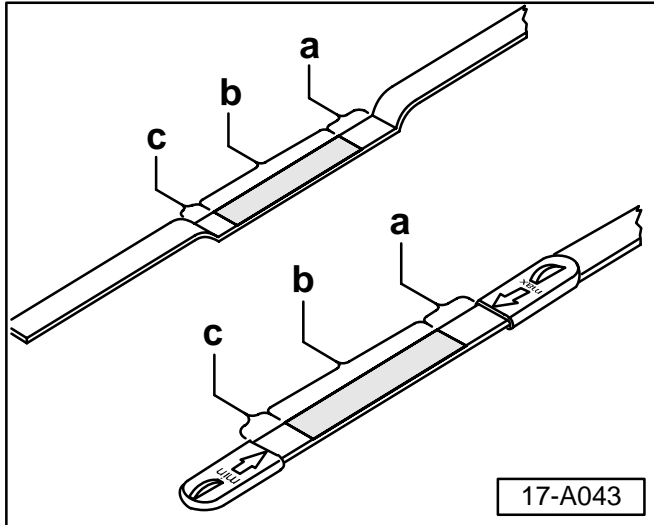
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Oil consumption evaluation, Customer instructions

Check oil level at each refueling as follows:

- Place vehicle on level surface.
- Let engine run until engine operating temperature is approx. 60°C (140°F), (usually when cooling fan cycles at least once).
- Switch ignition off, wait at least 3 minutes, pull out the dipstick and wipe it with a clean cloth.
- Reinsert the dipstick; push it all the way in.
- Pull dipstick out again and read level.



- ◀ - Instruct Customer not to add oil but to return to your dealership when oil level reaches the add area (lower bend) or "min" arrow -c- on the dipstick as depicted in the Owner's Manual.

Oil consumption evaluation, Technician instructions (cont.)

When Customer returns to your Dealership:
With engine at proper operating temperature.

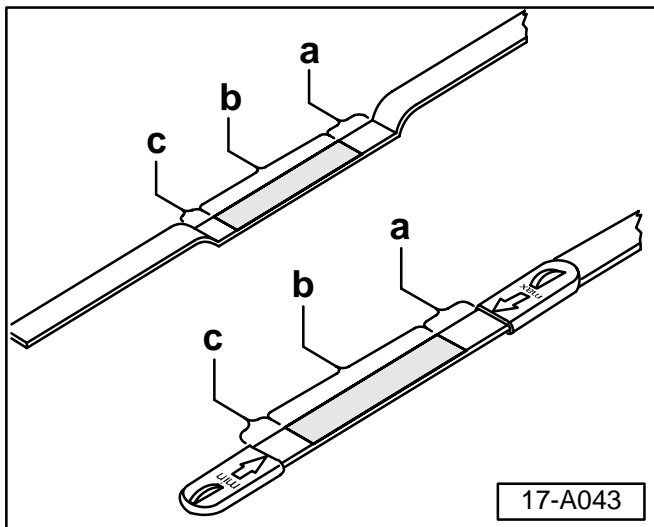
- ◀ - Check that oil level is at the add area (lower bend) -c- on the dipstick

If oil level is not down to this area -c-:

- Do not proceed, inform Customer to drive and accumulate miles until level reaches this point.

If oil level is at area -c-:

- Add the appropriate amount of oil to reach the indicated full area -a- on the dipstick.
- Record oil consumption on evaluation form.





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- ◆ At this point ALL information should be filled out on the Evaluation form.
- Technician should FAX a copy of the completed Evaluation form to the Volkswagen of America, Dealer Technician Helpline at 1-800-403-4710.
- Place a copy of the completed Evaluation form in the vehicle information file.

Once Evaluation form has been Faxed:

- Contact the Dealer Technician Helpline for further instructions at 1-800-678-2389.

When procedure applies to vehicles within the applicable Limited Warranty (New Vehicle or Powertrain), use the following:		
Part Identifier:	1703	
Labor Operation: All except V6 & TDI	17030300	60 TU
Labor Operation: V6 & TDI	17030301	75 TU

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OIL CONSUMPTION EVALUATION FORM		
VEHICLE INFORMATION:		
How much oil does customer believe He/She is using?		
ENGINE CODE:	ENGINE NO:	TRANS: Man. <input type="checkbox"/> Auto. <input type="checkbox"/>
TEST START MILEAGE: _____	TEST END MILEAGE: _____	
TEST STATUS: % CITY _____ % HIGHWAY _____	AVERAGE DRIVE IN MILES OR KILOMETERS _____	
BRAND, CLASSIFICATION AND VISCOSITY OF TEST OIL: _____		
ACTUAL OIL CONSUMPTION: 1 QUART PER _____ MILES 1 LITER PER _____ KILOMETERS		
Note: Oil level must be checked on level surface with engine at operating temperature (cooling fan should cycle at least once). Allow vehicle to sit approx. 3 minutes before checking oil level.		
COMMENTS:		
CUSTOMER INFORMATION:		
NAME:		
ADDRESS:		
CITY:	STATE:	ZIP CODE
PHONE NO:		
DRIVING CHARACTERISTIC: (Light/heavy throttle)		
COMMENTS:		
DEALER INFORMATION: Vehicle History and Repair Information		
DEALER NAME:	DEALER NO:	
OTS NAME:	CONTACT DATE:	
Number of times customer has been in Dealership with oil consumption concerns: _____		
COMMENTS:		
When complete, FAX this form to: 1-800-403-4710 (Incomplete forms will be returned)		