

# SERVICE INFORMATION BULLETIN

**DATE:** April 20, 2010

**SUBJECT:** How to measure the engine oil level

**MODELS AFFECTED:** All CPL based product

**CONCERN:** The engine oil dipstick could display an inaccurate oil level

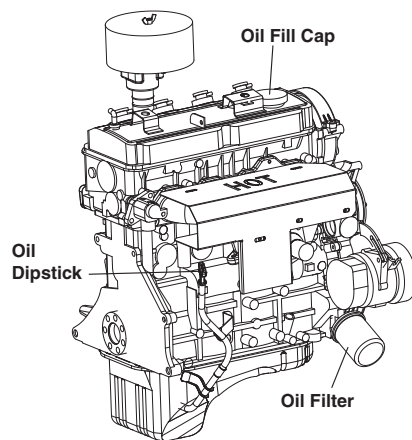
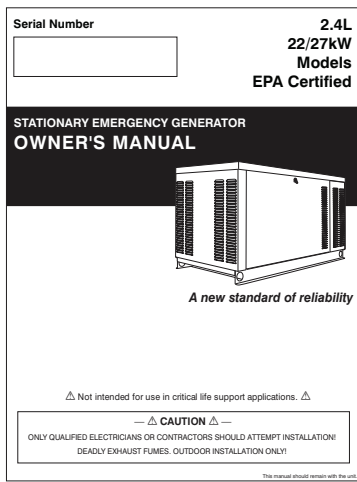
**PARTS REQUIRED:** Clean lint free cloth

**SOLUTION:** Minimize inaccurate oil level readings by using the following procedure:

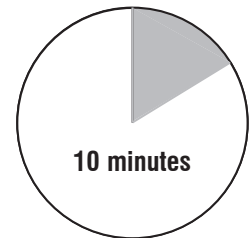
**\*WARNING\***

**Refer to the Owner's Manual before working on the generator.**

1. Find the engine oil dipstick. You may need to refer to the Owner's Manual.



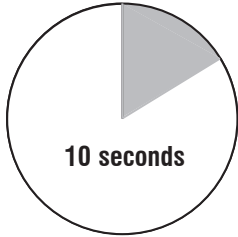
2. The most accurate oil level readings are measured when the engine is cold. If the engine was running, **wait at least 10 minutes** before proceeding to the next step.
3. Remove the dipstick and wipe dry with a clean, lint free cloth.



4. The clean dip stick should be **slowly** inserted into the dip stick tube. Visually confirm that the dip stick is fully seated in the dip stick tube. A visual inspection is required because some dip sticks will require more effort than others to fully seat.



5. After **10 seconds** have passed, remove the dip stick.



6. Look at the oil level on **both sides** of the dip stick. The **lower** of the two readings will be the correct oil level measurement.



**Correct Oil Level Measurement**

7. Adjust the oil level accordingly. After adding or changing the oil, the engine should run for one minute before checking the oil level according to the above procedure starting at step 1. You must wait the full 10 minutes to ensure that the oil has fully drained into the oil pan.

Typical root causes of inaccurate oil level readings:

- Reading the high level of the dip stick
- Reading the dip stick before the oil fully drains into the oil pan (step #2)
- Inserting and removing the dip stick too quickly (step #5)
- Dip stick isn't fully seated in the dip stick tube