

Safety Recall

Code: 15ZK



Subject	Cylinder Head Cover Screws				
Document History	Date	Summary			
	05/28/2025	Original publication			
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2024	Q5 QUATTRO	78,313
	USA	2022	2024	Q5 SPORTBACK QUATTRO	11,104
	CAN	2022	2024	Q5 QUATTRO	14,169
	CAN	2022	2024	Q5 SPORTBACK QUATTRO	2,694
Problem Description	<p>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 				
	<p>Over time, the cylinder head cover screw(s) may loosen. If this occurs, engine oil may leak from the cylinder head cover screw hole(s). If the engine oil were to come into contact with certain hot parts of the engine, increasing the risk of a fire.</p> <p>Early engine oil leaks are difficult to detect, but in advanced cases and with a hot engine running, an unpleasant odor may be noticed and/or smoke may appear in the engine compartment if the defect condition exists.</p> <p>If smoke is noticed in the engine compartment, the vehicle should be safely parked immediately. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed without delay.</p>				
	Corrective Action				
Code Visibility	Inspect the cylinder head cover screws for correct tightening torques and, if necessary, replace and tighten them according to factory specifications.				
Owner Notification	On May 09, 2025, the campaign code was applied to affected vehicles.				
Additional Information	<p>Owner notification will take place in June 2025. Owner letter examples are included in this bulletin for your reference.</p> <p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p>				

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	As needed	N -105-540-05	SCREW	Reference POC comments individually by part number, or in the POC Campaign List
	Up to 1	06K-103-484-B	GASKET (oil separator) ONLY IF NECESSARY	

Initial Allocation:

YES

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference your dealer's Estimated Remaining Repairs by campaign to view your potential VIN population.

NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	15ZK		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if all bolts are OK Mark SCREW* as causal if any bolt requires replacement		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	90	Check all cylinder head cover bolts. All bolts are OK.
OR	Check all cylinder head cover bolts. One or more bolts required replacement		
	LABOR		
	Labor Op	Time Units	Description
	2820 20 33	SEE ELSA	Remove and install ignition coils
	1055 19 99	20	Remove and install oil separator
	1503 13 99	30	Inspect torque on all bolts and replace one or more bolts
	1001 29 52	10	Engine clean <i>(if necessary)</i>
	PARTS		
	Quantity	Part Number	Description
	As needed	N 10554005	ROUND HD. SCREW*
	Up to 1.00	06K103484B	GASKET <i>(if necessary)</i>

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 25V294

Subject: Safety Recall 15ZK - Cylinder Head Cover Screws

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2022-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Over time, the cylinder head cover screw(s) may loosen. If this occurs, engine oil may leak from the cylinder head cover screw hole(s). If the engine oil were to come into contact with certain hot parts of the engine, increasing the risk of a fire.

Early engine oil leaks are difficult to detect, but in advanced cases and with a hot engine running, an unpleasant odor may be noticed and/or smoke may appear in the engine compartment if the defect condition exists.

If smoke is noticed in the engine compartment, the vehicle should be safely parked immediately. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed without delay.

What will we do?

To correct this defect, your authorized Audi dealer will inspect the cylinder head cover screws for correct tightening torques and, if necessary, replace and tighten them according to factory specifications. This work will take up to two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer without delay to schedule this recall work. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Additional Information

- If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2025-244

Subject: Safety Recall 15ZK - Cylinder Head Cover Screws

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

Over time, the cylinder head cover screw(s) may loosen. If this occurs, engine oil may leak from the cylinder head cover screw hole(s). If the engine oil were to come into contact with certain hot parts of the engine, increasing the risk of a fire. Early engine oil leaks are difficult to detect, but in advanced cases and with a hot engine running, an unpleasant odor may be noticed and/or smoke may appear in the engine compartment if the defect condition exists.

If smoke is noticed in the engine compartment, the vehicle should be safely parked immediately. Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle diagnosed without delay.

What will we do?

To correct this defect, your authorized Audi dealer will inspect the cylinder head cover screws for correct tightening torques and, if necessary, replace and tighten them according to factory specifications. This work will take up to two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer without delay to schedule this recall work.

Additional Information

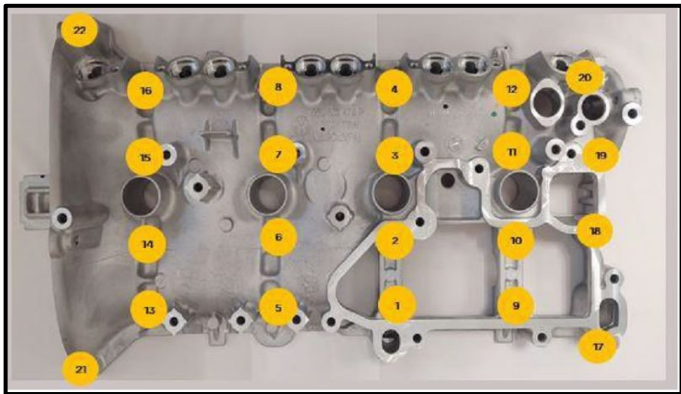
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Repair Overview



- Check torque on all cylinder head cover bolts, and replace bolts, if necessary.

! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools



Puller
-T10530-

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
← 3 →	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

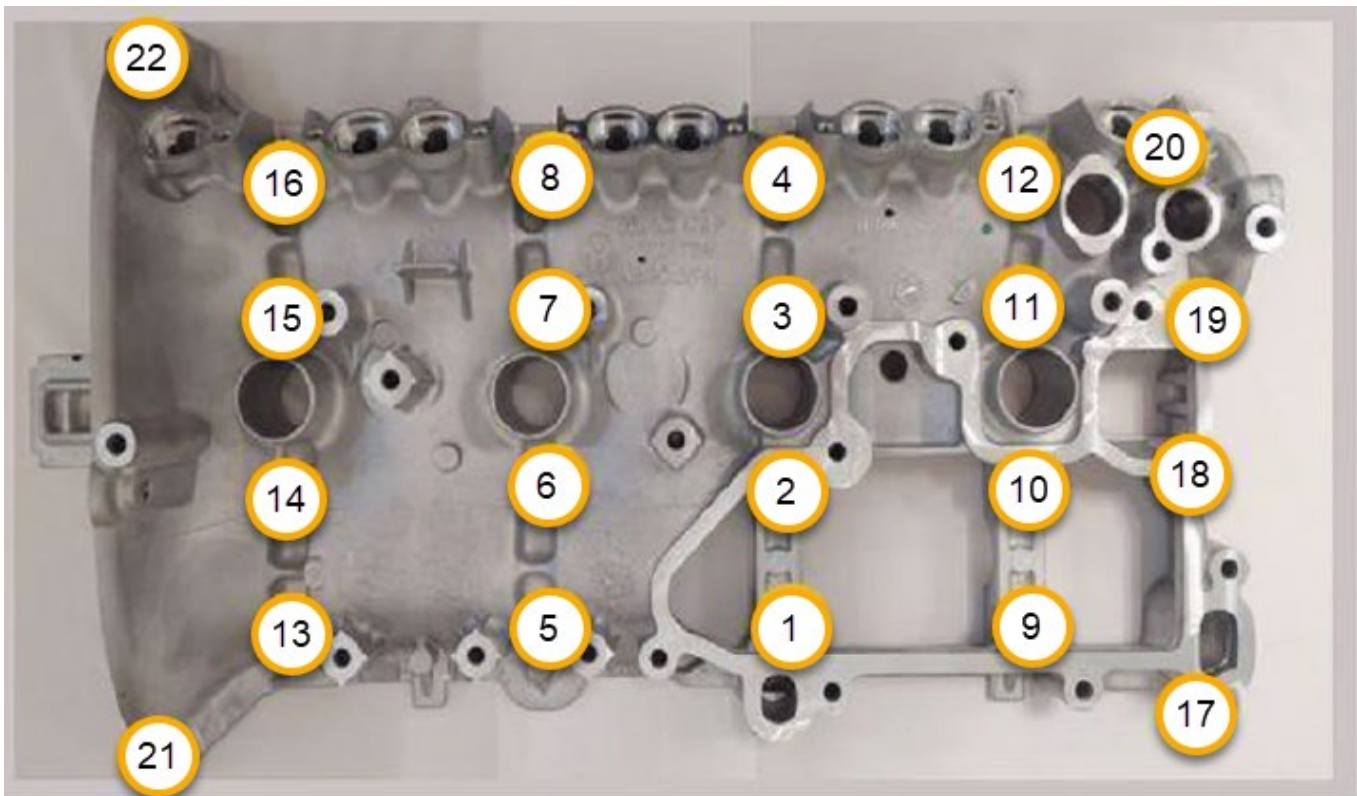
Section B – Repair Procedure

- Remove all four ignition coils:
 - See ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TFSI Engine (EA 888evo4) > Ignition/Glow Plug System > Ignition System > Ignition Coil, Removing and Installing*
- Unbolt oil separator from cylinder head cover and move aside:
 - Reference ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TFSI Engine (EA 888evo4) > 10 Engine Assembly > Engine Cover > Engine Cover, Removing and Installing*
 - Do not remove crimp clamp from oil separator

NOTE

The oil separator can be removed and installed, and all bolts can be checked without removing the engine lifting eye.

- Check all 22-cylinder head cover bolts.
- Check that the bolts are tightened to a torque of 14 Nm in the order shown below.

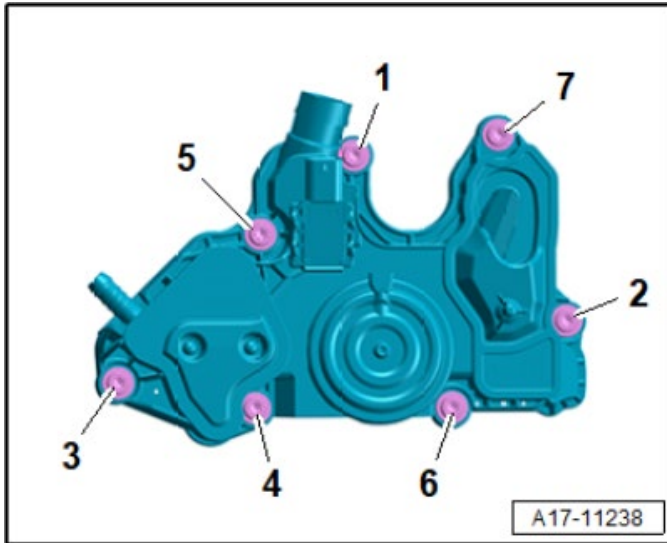


- Replace any loose bolts.
- Tighten the new bolt(s) to a torque of 8 Nm + 90°.
- If several bolts are affected, do not loosen them at the same time (i.e. several at once). Please remove, replace, and tighten the bolts one by one in order shown in the image above.

CAUTION

If the specified torque of 14 Nm is not reached after turning torque wrench a quarter turn (90°), the affected bolt must be replaced.

- When replacing the new bolt, it must be tightened to a torque of 8 Nm + 90°. If several bolts are affected, do not loosen them at the same time (i.e. several at once). Please remove, replace, and tighten the bolts one by one.
- When re-tightening the bolt(s), the maximum torque of 14 Nm must not be exceeded.



- Replace the oil separator gasket only if damaged.

NOTE

Contrary to the information in ELSA, the oil separator gasket should be reused after removing the oil separator if it is not damaged. Please only remove the gasket from the oil separator if it is damaged.

- Reinstall ignition coils.
- Clean any residual oil from that may have leaked due to a loose bolt.

Proceed to Section C

Section C – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

Proceed to Section D

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.