

VOLKSWAGEN

GROUP OF AMERICA

Eileen Sullivan, Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Christopher T. Sandvig NAME
Director Title
Group Customer Protection Department
248-754-5000 Phone
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May 07, 2025 Date

Subject: Chronology for Volkswagen Recall 15ZK (Audi)
Cylinder Head Cover Screws

Dear Ms. Sullivan:

Volkswagen hereby submits the following chronology associated with the subject recall.

Chronology of Defect

May 2023: Audi became aware of oil leaking from cylinder head covers of Audi Q5 2.0 TFSI vehicles after receiving customer complaints. Audi opened a product investigation to analyze these claims.

July 2023: A root cause analysis pointed towards screws with burrs caused during the manufacturing process. The burrs were thought to cause damage on the cylinder head cover surface of the screw seating area, which could lead to oil leakage and potential torque reduction overtime.

August 2023 – January 2024: Manufacturing improvements were implemented. Audi continued monitoring the field regarding this topic and in early 2024 recognized an increase in oil leak claims.

January 2024: Audi issued a Technical Service Bulletin instructing dealers to inspect the cylinder head cover screws and replace any loose screws.

January – April 2024: Audi continued investigating the oil leak claims and requested complete engines from the field for further analysis.

May 2024 – October 2024: Audi received initial claims of thermal events in the field. Further analysis by the engine plant determined the potential for improperly torqued cylinder head cover screws. Audi and the engine supplier reviewed the screwing process, optimized the process in production, and changed the screw supplier. The Audi Product Safety Committee decided to continue field monitoring.

November - December 2024: The U.S. market reported an increase in field claims of oil leakage and several thermal event incidents. Audi inspected, analyzed, and reviewed these cases to evaluate the potential root cause(s) and whether the events were related. Audi also reviewed production records and conducted further analysis into potential contributing factors.

January 2025 - April 2025: A taskforce was created to increase the efforts into evaluating the potential root cause(s) and contributing factors. Further field analysis was carried out to test the torque of the cylinder head cover screws on used vehicles in stock. These results and all information and results of analyses in the affected engine plant were put together to define the potentially affected vehicle population.

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April 30, 2025: The Audi Product Safety Committee decided a safety recall for the affected vehicles.

Between April 2022 and April 30, 2025, Audi has received 2,539 potentially related warranty claims of oil leaks in the U.S. and eleven (11) potentially related thermal event cases in the U.S. market.

Audi is not aware of any deaths or injuries due to this topic.

Please contact me if you require any additional information or have any questions related to this information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'CT Sandvig', is positioned above the printed name.

Christopher T. Sandvig
Director, Group Customer Protection
Group Quality