

Service Action

Code: 15i5



Subject	Engine Intake & Exhaust Valve Springs																																																					
Release Date	May 03, 2022																																																					
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>A8</td> <td>11</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>RS6 AVANT</td> <td>3</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>RS7</td> <td>4</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>RSQ8</td> <td>2</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>S8</td> <td>2</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>SQ7</td> <td>10</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>SQ8</td> <td>1</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>SQ7</td> <td>7</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>SQ8</td> <td>1</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	A8	11	USA	2022	2022	RS6 AVANT	3	USA	2022	2022	RS7	4	USA	2022	2022	RSQ8	2	USA	2021	2021	S8	2	USA	2022	2022	SQ7	10	USA	2022	2022	SQ8	1	CAN	2022	2022	SQ7	7	CAN	2022	2022	SQ8	1
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	<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. 																																																					
Problem Description	In affected vehicles, the engine valve springs may be outside the specified tolerance. As a result, there is a risk that a valve would break in certain driving situations.																																																					
Corrective Action	Replace the engine intake & exhaust valve springs.																																																					
Code Visibility	On or about May 03, 2022, the campaign code will be applied to affected vehicles.																																																					
Owner Notification	Owner notification will take place in May 2022. Owner letter examples are included in this bulletin for your reference.																																																					
Campaign Expiration Date	This campaign expires on May 03, 2027 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this repair will apply.																																																					
Additional Information	<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>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																																																					

Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: NO	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
ALL	16	0P2-109-623	SPRING	VIN to Order
	16	06E-109-623-AD	SPRING	
	8	06M-998-907	REPAIR KIT	
	1	0P2-103-649-E	GASKET	
	1	0P2-103-650-E	GASKET	
	3	0P2-103-113-A	COVER	
	1	D -176-501-A1	SEALANT	
	2	WHT-005-184	SEAL RING	
	1	0P2-127-503-F	RISER	
	1	0P2-127-507-C	FUEL LINE	
	1	0P2-127-507-B	FUEL LINE	
		SEE ELSA/ETKA		

NOTE

The specified part numbers reflect the status at the start of this service action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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 customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	15i5		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark VALVE SPRING (exhaust)* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	4A or 4K or F1 or F7 or F8		
	LABOR		
	Labor Op	Time Units	Description
	1085 19 23	SEE ELSA	Engine + transmission remove+reinstall
	1565 20 99	1450	Replace all 32 valve springs
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	PARTS		
	Quantity	Part Number	Description
	16.00	0P2109623	VALVE SPRING (exhaust)*
	16.00	06E109623AD	VALVE SPRING (intake)
	8.00	06M998907	REPAIR KIT
	3.00	0P2103113A	COVER
	1.00	0P2103649E	GASKET
	1.00	0P2103650E	GASKET
	1.00	0P2127503F	RISER
	1.00	0P2127507B	FUEL LINE
	1.00	0P2127507C	FUEL LINE
	1.00	D 176501A1	SILICONE ADHESIVE SEALANT
	2.00	WHT005184	ROUND SEAL
	SEE ETKA/ELSA		Single use fasteners, seals, fluids, gaskets, etc.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2022 Audi of America, Inc. and Audi Canada. All Rights Reserved.

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>

Subject: Service Action 15i5 - Engine Intake & Exhaust Valve Springs

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In affected vehicles, the engine valve springs may be outside the specified tolerance. As a result, there is a risk that a valve would break in certain driving situations.

What will we do? Your authorized Audi dealer will replace the engine intake & exhaust valve springs. This work will take several days to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. 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.

This service action will be available for you **free of charge only until May 03, 2027**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns 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).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

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>

Subject: Service Action 15i5 - Engine Intake & Exhaust Valve Springs

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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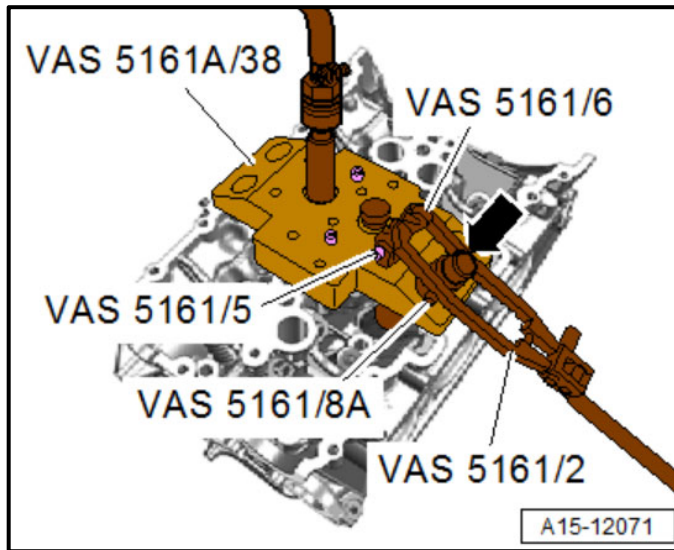
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Repair Overview

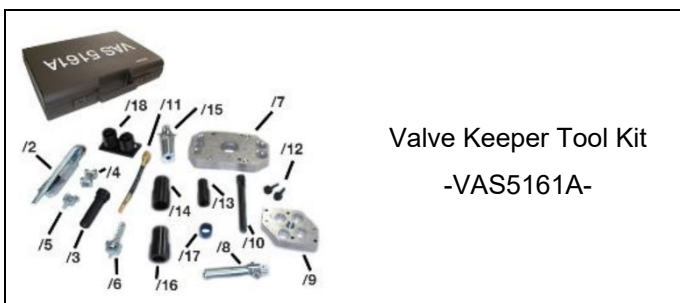


- Replace all intake and exhaust valve springs.

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



Valve Keeper Tool Kit
-VAS5161A-



Valve Keeper Tool Kit -
Guide Plate V6/V8 TFSI
-VAS5161A/38-

Note: Refer to the ELSA Repair Manual for additional special tools required to remove the engine and transmission assembly and for completing additional steps when replacing the valve springs.

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.

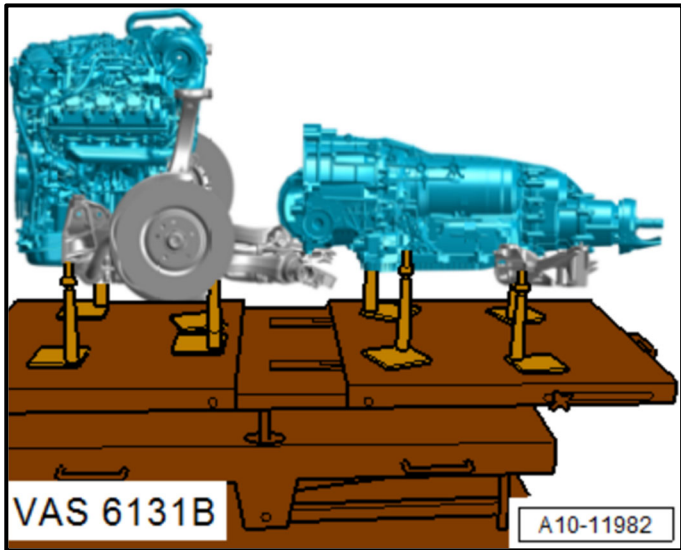
CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure

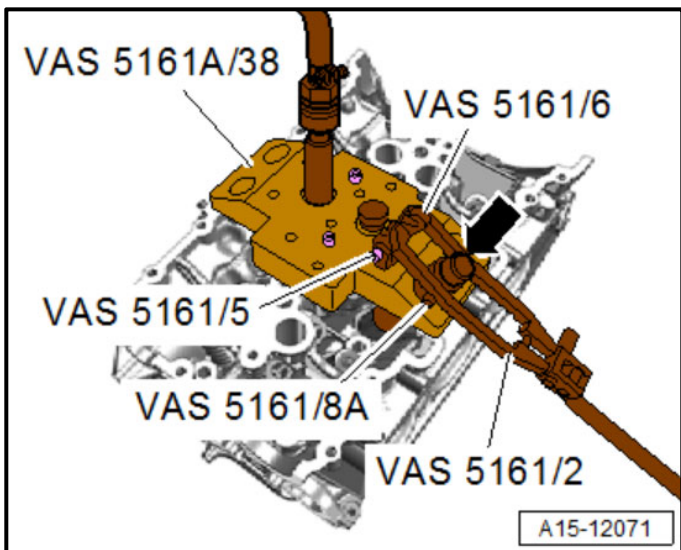


Remove the engine and transmission assembly:

- Refer to the ELSA Repair Manual: *Repair manual > Engine > 8-Cylinder Direct Injection 4.0L 4V TFSI Engine EA825 > 10 Engine Assembly > Engine, Removing and Installing > Engine, Removing*

! NOTE

The complete engine is removed and remains secured to the scissor-type assembly platform. The engine is NOT separated from the transmission.



Replace all valve springs:

- Refer to the ELSA Repair Manual: *Repair manual > Engine > Servicing – 8-Cylinder 4.0L 4V TFSI Engine EA825 > 15 Cylinder Head, Valvetrain > Valvetrain > Valve Spring, Removing and Installing*

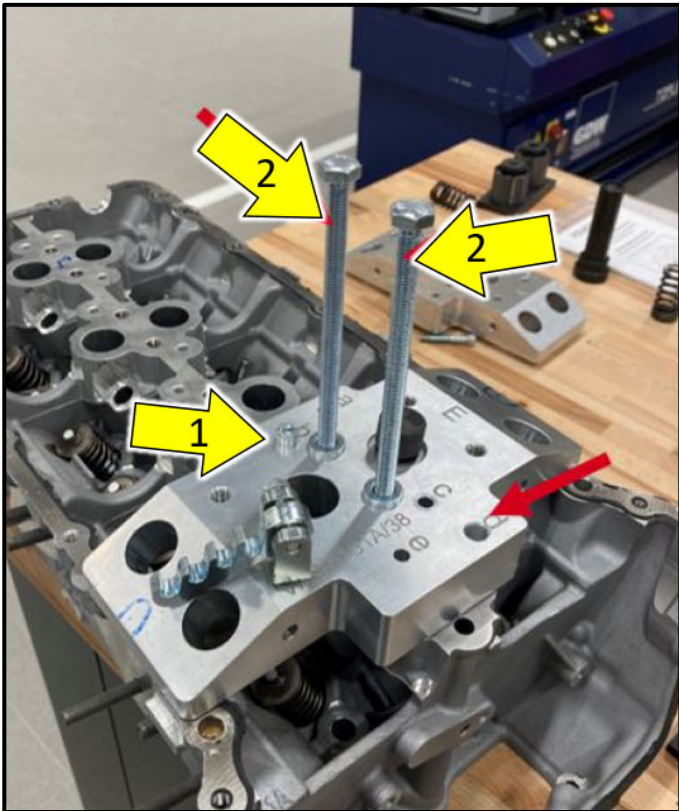
! NOTE

The valve stem oil seals are not renewed during this campaign.

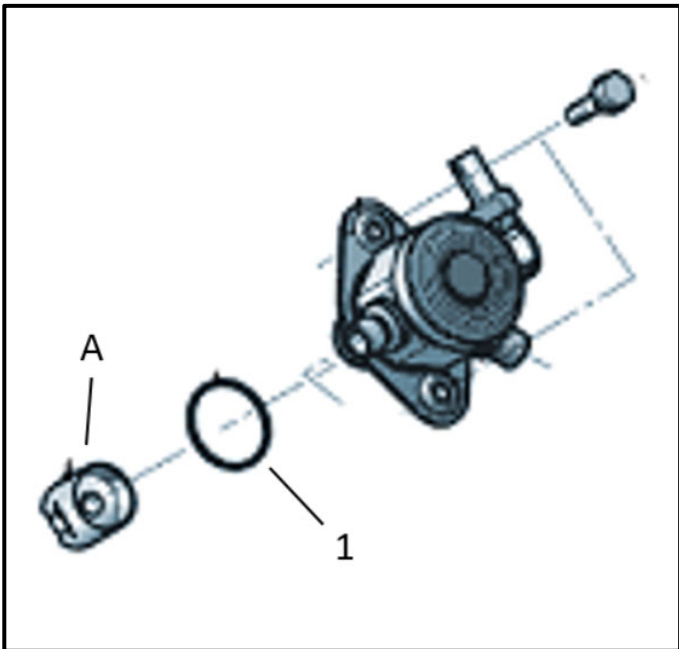
Part Number	Part Description
0P2-109-623	Exhaust valve spring (x16)
06E-109-623-AD	Intake valve spring (x16)

Note the following when performing the repair:

- Guide plate -VAS5161A/38- has only one attachment point <arrow 1> for cylinders 4 and 8, and so two M8 socket head bolts <arrows 2> must be used to prevent turning and increase process reliability.



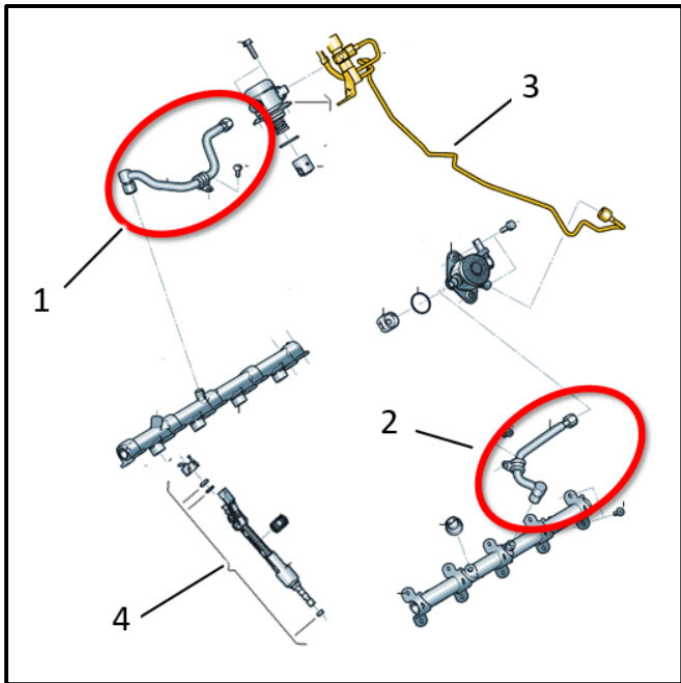
NOTE
 Cylinder head shown removed. The cylinder head does not require removal.



- O-ring <1> for both high pressure fuel pumps must be replaced.

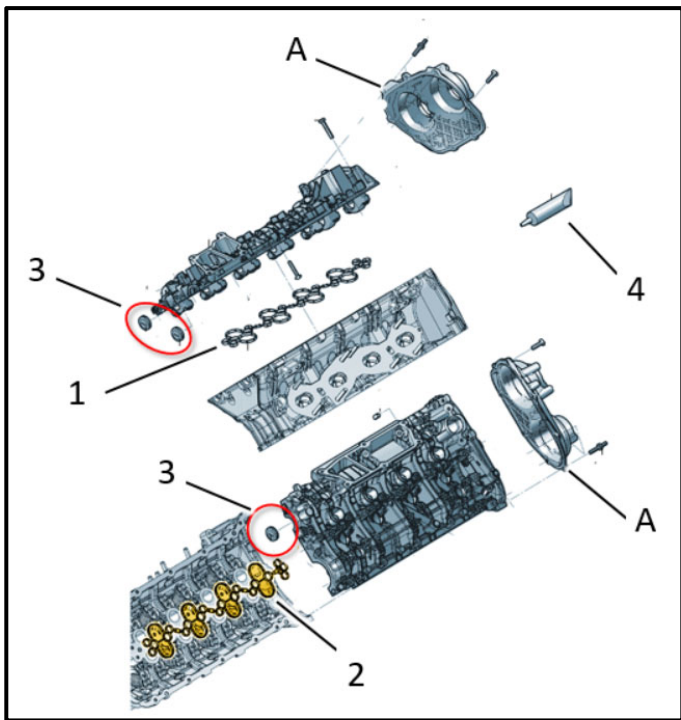
Pos.	Part Number	Part Description
1	WHT-005-184	Seal (x2)

- Lubricate O-rings lightly with fresh engine oil prior to installation.
- Do not renew tappet.



- Fuel lines <1, 2 and 3> must be replaced.
- Injector seals <4> must be replaced.

Pos.	Part Number	Part Description
1	0P2-127-507-C	High pressure line, cylinders 1-4
2	0P2-127-507-B	High pressure line, cylinders 5-8
3	0P2-127-503-F	Low pressure supply line
4	06M-998-907	Repair kit



- Cylinder head cover gaskets <1 and 2>, and covers <3> must be replaced.
- Timing cover covers <A> and covers <3> must be resealed with sealant <4> (refer to ELSA Repair Manual).

Pos.	Part Number	Part Description
1	0P2-103-650-E	Cylinder head cover gasket, cylinders 1-4
2	0P2-103-649-E	Cylinder head cover gasket, cylinders 5-8
3	0P2-103-113-A	Cover (x3)
4	D -176-501-A1	Sealant

- All one time use fasteners and seals removed during the repair must also be replaced. Refer to the ELSA Repair Manual.

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.