

Safety Recall

Code: 13i5



Audi

REVISION

Subject Engine Connecting Rod

Release Date January 25, 2023

REVISION SUMMARY Updated coolant claiming for Canada

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2023	Q5	44,724
USA	2021	2023	Q5 SPORTBACK	6,373
CAN	2021	2023	Q5	7,409
CAN	2021	2023	Q5 SPORTBACK	1,433

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 only valid campaign inquiry & verification source.

- ✓ 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

Deviations in the mechanical production process of the connecting rods may have caused an increased particle occurrence in the engine oil circuit, which may lead to extensive wear and play and result in damage to the connecting rod bearings. A connecting rod bearing with continuously rising bearing play leads to excessive engine noise.

If the excessive engine noise and engine warning light is ignored and the vehicle continues to be driven, this condition may result in engine failure, potentially causing a loss of motive power while driving, and in rare cases a loss of engine oil, which may pose a risk of a vehicle fire.

Corrective Action

Inspect and, if necessary, replace the engine.

Precautions

If the recall condition is present in the vehicle, the driver may notice excessive engine noise and the Malfunction Indicator Light (MIL) may illuminate in the instrument panel. If this happens, customers are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed/repared.

Code Visibility

On or about October 21, 2022, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification took place in November 2022. Owner letter examples are included in this bulletin for your reference.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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.

Pre-Owned Vehicles in Dealer Inventory: 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.

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

Parts Information - Inspection

Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	There will be no parts allocation.
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	Up to 2	06L-115-562-B	FILTERELEM	Free Order

NOTE

The specified part numbers reflect the status at the start of this 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.

Parts Information – Engine Replacement

Parts Control Type: Free Order	Parts will be managed by Free Order
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Part Number	Parts Control Type	Ordering Method Description
06N-100-013-CX (DO NOT ORDER)	Automatic Allocation	<u>DO NOT place orders for the engine, part number 06N-100-013-CX</u> Parts will be managed by Automatic Allocations. Orders for the engines will be placed for the dealer based on approval from Technical Assistance.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	06N-100-013-CX	INJ.ENGINE	Automatic Allocation
	1	5Q0-253-115-C	GASKET (turbo)	Free Order
	2	8E0-407-643-A	SCREW (axle bolt)	
	1	8W0-253-115-D	GASKET (catalyst to muffler)	
	1	8W0-253-725-K	CLIP (turbo clamp)	
	3	8W0-407-357	PLATE (driveshaft)	
	1	8W0-521-142	GASKET (driveshaft)	
	2	N -019-530-7	BOLT (driveshaft bracket)	
	2	N -102-415-07	BOLT (to wheelbearing housing)	
	4	N -102-861-10	NUT (sway bar links)	
	1	N -103-145-06	BOLT (bellhousing)	
	6	N -107-190-01	BOLT (driveshaft)	
	1	N -107-722-01	Hose clamp (driveshaft)	
	2	N -107-847-02	SCREW (suspension fork to control arm)	
	1	N -911-269-01	BOLT (bellhousing)	
	1	N -911-291-01	12 POINT S (bellhousing)	
	1	N -911-294-01	SCREW (bellhousing)	
	1	N -911-296-01	SCREW (bellhousing)	
	1	N -911-297-01	SCREW (bellhousing)	
	3	N -911-308-01	NUT (catalyst)	
	3	N -911-432-03	SCREW (torque converter)	
	4	N -911-433-01	SCREW (subframe)	
	12	N -911-756-01	CYL SCREW (front drive axle bolts)	
4	N -912-097-01	BOLT (transmission mount)		
4	N -912-472-02	BOLT (subframe)		

The 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. ©2023 Audi Group of America, Inc. and Audi Canada. All Rights Reserved.

01	4	N -912-535-01	BOLT (subframe)	Free Order
	1	N -912-542-01	CYL SCREW (bellhousing)	
	1	N -912-601-01	CYL SCREW (bellhousing)	
	2	N -912-750-01	BOLT (motor mount)	
	4	WHT-005-372	BOLT (subframe)	
	4	WHT-006-151	NUT (wishbone to wheelbearing housing)	
	2	WHT-006-917	SCREW (sway bar link)	
	2	WHT-007-061	SCREW (sway bar link)	
	Up to 10 L	G12 EVO Coolant		
	SEE ELSA/ETKA		Additional single use fasteners, seals, gaskets, fluids, etc.	

NOTE

The completeness of the parts list above cannot be guaranteed. Please order all further replacement/small parts according to the repair manual and parts catalog. If a listed item is not required, do not enter the part on the claim.

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	13i5		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if engine DOES NOT require replacement Mark ENGINE* as causal part if engine DOES require replacement		
Vehicle Wash	Do not claim wash under this action		
Vehicle Loaner	See special claiming instructions for rental/loaner claiming. <i>NOTE: A 2nd claim must be entered for rental/loaner claiming</i>		
Criteria I.D.	01		
	Perform test procedure to check for faulty connecting rod. Engine passes test. Replace oil filter only.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	75	Perform test procedure, engine does not require replacement
	PARTS		
	Quantity	Part Number	Description
	2.00	06L115562B	FILTERELEM
OR	Perform test procedure to check for faulty connecting rod. Engine fails test. Replace engine.		
	LABOR		
	Labor Op	Time Units	Description
	1001 55 99	1295	Perform test + Replace complete engine
	0151 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)

Continued on next page

PARTS		
Quantity	Part Number	Description
1.00	06N100013CX	Engine*
1.00	06L115562B	FILTERELEM
1.00	5Q0253115C	GASKET
2.00	8E0407643A	SOCKET HD. SCREW WITH COLLAR
1.00	8W0253115D	GASKET
1.00	8W0253725K	CLIP
3.00	8W0407357	PLATE
1.00	8W0521142	GASKET
2.00	N 0195307	BOLT, HEX. HD. WITH SHOULDER
2.00	N 10241507	BOLT, HEX. HD. WITH SHOULDER
4.00	N 10286110	SHOULDERED HEX. NUT, SELF-LOCKING
1.00	N 10314506	BOLT, HEX. HD. WITH SHOULDER
6.00	N 10719001	BOLT, WITH HEX. SOCKET HD.SELF-LOCKING
1.00	N 10772201	HOSE CLIP
2.00	N 10784702	SCREW
1.00	N 91126901	SCREW, HEX. HD.
1.00	N 91129101	BOLT, HEX. HD. WITH SHOULDER
1.00	N 91129401	CYLINDER HEAD SCREW WITH TORX HEAD
1.00	N 91129601	CYLINDER HEAD SCREW WITH TORX HEAD
2.00	N 91129701	CYLINDER HEAD SCREW WITH TORX HEAD
3.00	N 91130801	SHOULDERED HEX. NUT, SELF-LOCKING
3.00	N 91143203	12 POINT SOCKET HEAD SCREW
4.00	N 91143301	BOLT, HEX. HD. WITH SHOULDER
12.00	N 91175601	CYLINDER HEAD SCREW WITH TORX HEAD
4.00	N 91209701	BOLT, WITH POLYGON SOCKET HD.
4.00	N 91247202	BOLT
4.00	N 91253501	BOLT
1.00	N 91254201	CYL SCREW
1.00	N 91260101	CYL SCREW
2.00	N 91275001	BOLT
4.00	WHT005372	BOLT, WITH POLYGON SOCKET HD.
4.00	WHT006151	SHOULDERED HEX. NUT, SELF-LOCKING
2.00	WHT006917	SCREW
2.00	WHT007061	SCREW
Up to 2.70	G 12E050S0	COOLANT (U.S. ONLY)
Up to 100.00	G 12E050S0	COOLANT (CANADA ONLY)
As required	See ELSA/ETKA	Any additional parts not listed in the parts list

Continued on next page

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AND (if necessary)	Add as needed <i>ONLY</i> if steering wheel was off-center after engine replacement		
	LABOR		
	Labor Op	Time Units	Description
	4495 03 99	90	Vehicle front + rear measure
	<i>Add adjustment labor operations, per ELSA, as needed</i>		

Vehicle Loaner	Enter vehicle loaner claim as a separate (2nd) claim Inspection + engine replacement = up to 3 days		
	Claim Type	7 MO	(letter O, not number 0)
	Service Number	13i5	
	Damage Code	0010	
	Parts Vendor Code	002	
	Outside Labor Operation	LOAN1600	Enter dollar amount on rental/loaner invoice (\$50 max per day)

Customer Letter Example (USA)

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

NHTSA: 22V573

Subject: Safety Recall 13i5 - Engine Connecting Rod

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 2021-2023 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Deviations in the mechanical production process of the connecting rods may have caused an increased particle occurrence in the engine oil circuit, which may lead to extensive wear and play and result in damage to the connecting rod bearings. A connecting rod bearing with continuously rising bearing play leads to excessive engine noise.

If the excessive engine noise and engine warning light is ignored and the vehicle continues to be driven, this condition may result in engine failure, potentially causing a loss of motive power while driving, and in rare cases a loss of engine oil, which may pose a risk of a vehicle fire.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the engine.

- The inspection will take about an hour to complete.
- If engine replacement is needed, this work may take several days to complete.

Both the inspection and engine replacement (if needed) will be performed for you free of charge. 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.

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.

Precautions you should take If the recall condition is present in the vehicle, the driver may notice excessive engine noise and the Malfunction Indicator Light (MIL) may illuminate in the instrument panel. If this happens, customers are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed/repared.

Lease vehicles and address changes 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 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).

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: 1-800-424-9153); or go to <http://www.safercar.gov>.

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: 2022-576

Subject: Safety Recall 13i5 - Engine Connecting Rod

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.

What is the issue? Deviations in the mechanical production process of the connecting rods may have caused an increased particle occurrence in the engine oil circuit, which may lead to extensive wear and play and result in damage to the connecting rod bearings. A connecting rod bearing with continuously rising bearing play leads to excessive engine noise.

If the excessive engine noise and engine warning light is ignored and the vehicle continues to be driven, this condition may result in engine failure, potentially causing a loss of motive power while driving, and in rare cases a loss of engine oil, which may pose a risk of a vehicle fire.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the engine.

- The inspection will take about an hour to complete.
- If engine replacement is needed, this work may take several days to complete.

Both the inspection and engine replacement (if needed) will be performed for you free of charge. 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.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall work.

Precautions you should take If the recall condition is present in the vehicle, the driver may notice excessive engine noise and the Malfunction Indicator Light (MIL) may illuminate in the instrument panel. If this happens, customers are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed/repared.

Lease vehicles and address changes 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 you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

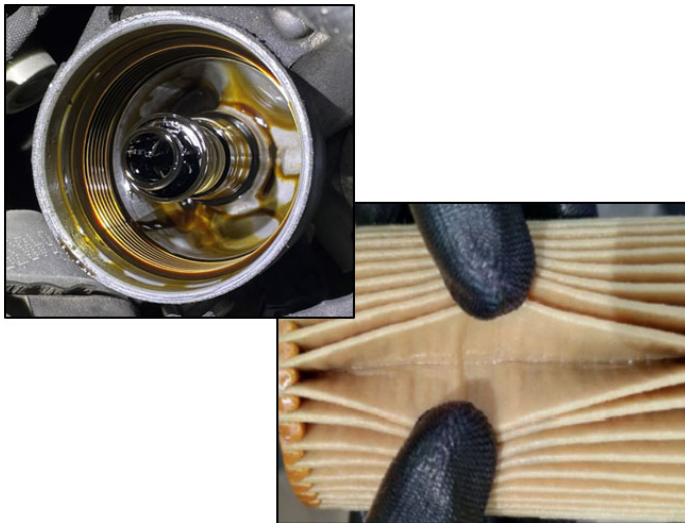
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

Sincerely,

Audi Customer Protection

Repair Overview



- Perform test procedure to check for a damaged connecting rod.
- Replace complete engine, 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.

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

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

EXAMPLE

Campaign/Action	Start	Designation
	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



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.

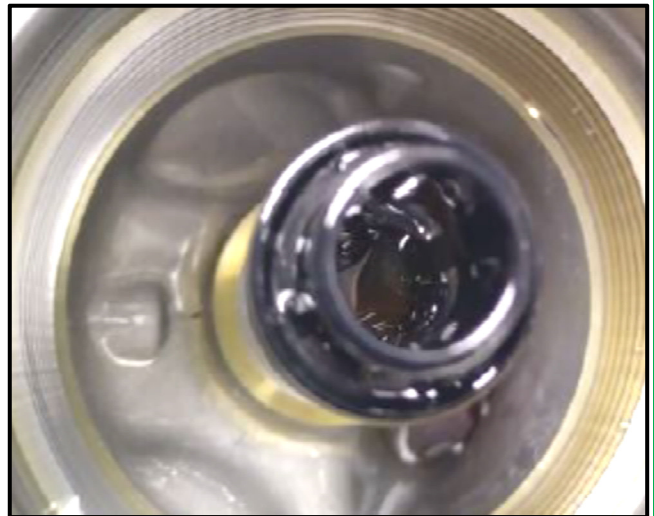
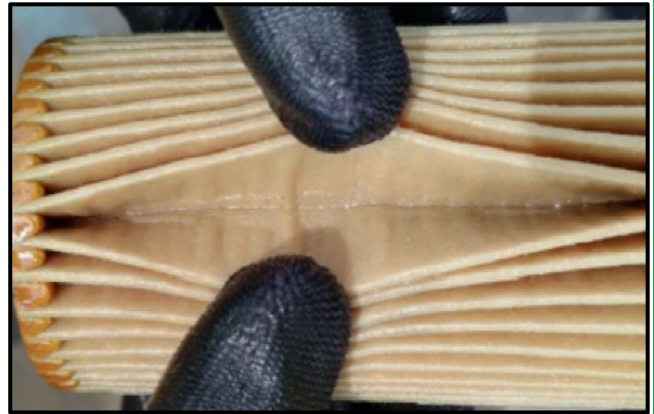
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Test Procedure: Oil Filter Replacement + Road Test (connecting rod stress test) + Oil Filter Inspection

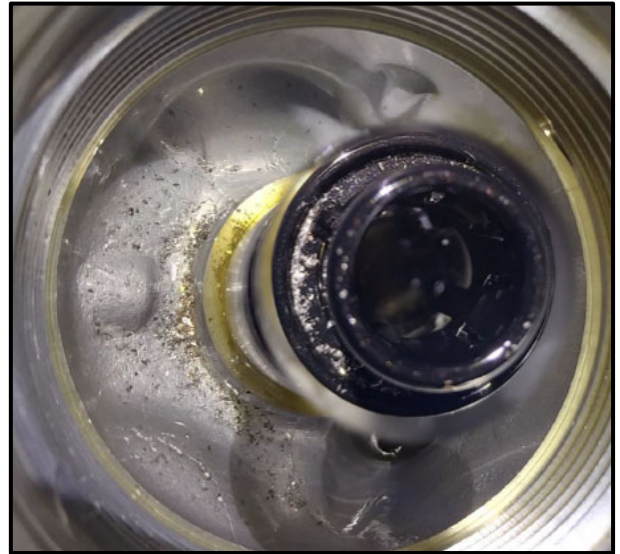
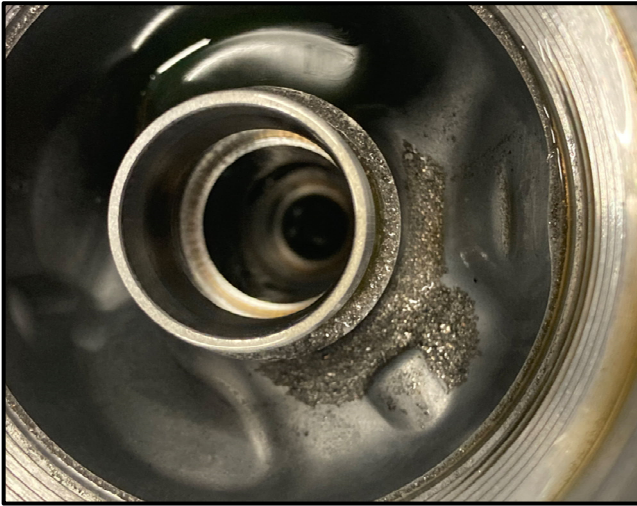


- Remove oil filter.
- **Install a new oil filter and seal.**
- Run engine at idle until it reaches operating temperature of 90°C.
- Turn on air-conditioning and all other engine loads.
- Activate Sport mode.
- Following all traffic laws, perform a road test, quickly accelerating from 1st to 2nd gear, bringing engine RPM up to 4500 RPM each time.
- Perform this road test **10 times** and pay attention to excessive engine knocking.
- Bring vehicle back to the shop.
- Let engine idle for at least 30 seconds.
- Turn engine off.
- Remove oil filter.
- See examples of OK and NOT OK oil filter and housing on the following pages.
- If no excessive metal particles are found:
 - Engine does not require replacement.
 - **Replace oil filter and seal again.**
 - Torque housing to 25 Nm.
 - Proceed to Section D.
- If excessive metal particles are found:
 - The engine requires replacement.
 - Take clear photos of oil filter and housing.
 - Proceed to Section C

Examples of OK Oil Filters and Oil Filter Housing

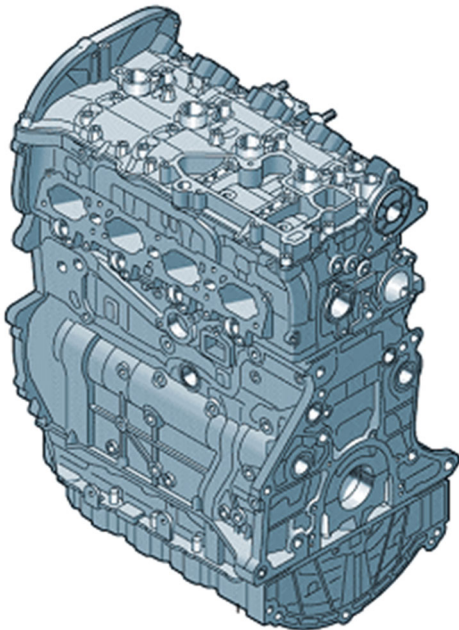


Examples of NOT OK Oil Filters and Oil Filter Housing



Section C – Engine Replacement

Create Ticket	
Ticket Information	
Concern Type:	<input type="text" value="13i4 / 13i5 Review"/>
Technician Name:	<input type="text"/>
Vehicle Information	
VIN:	<input type="text"/>
Model:	<input type="text"/>
Mileage:	<input type="text"/>



- Take clear photos of the filter and filter housing showing excessive metal particles.
- Create a TAC WEB Ticket and upload the photos to the TAC case.
- **Select “13i4 / 13i5 Review” as the Concern Type.**
- The consultant will review the photos and provide direction.

! NOTE

The review process may take up to 48 hours to review.

- If consultant advises that the engine DOES NOT require replacement:
 - Replace oil filter and seal again.
 - Torque housing to 25 Nm.
 - Proceed to Section D.
- If consultant advises that the engine DOES require replacement:
 - Replace complete engine according to the ELSA Repair Manual: *Repair manual > Engine > 4-Cylinder Direct Injection 2.0L 4V TFSI Engine (EA 888evo4) > 10 Engine Assembly > Engine, Removing and Installing*
 - Adhere to all warnings outlined in the repair manual.
 - Reference ELSA Repair Manual for special tools.
 - Proceed to Section D

! NOTE

The new engines should come complete and full of engine oil. It is not necessary to change the oil. The oil level should be checked and topped off after the repair.

! NOTE

See Section E for special information regarding the engine core return.

Section D – 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 E**

Section E - Parts Return/Disposal

Engines:

The core claim will not be paid unless the full engine assembly is returned.

The engine assembly will be audited upon receipt.

A core value will be charged as a part of the ordering process and will be reimbursed upon receipt.

All fluids must be drained and engine assembly should be returned and secured in the box it is received in, as per the Parts Manager Handbook.

All other parts:

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.