



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-18-18

Subject: Clock Spring Extended Warranty

Date: Oct 31, 2018

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

The following clock spring extended warranty is applicable for certain model year 2015 - 2018 Audi Q3 vehicles.

Note: This extension only applies to specific vehicles identified with warranty key U36: Clock Spring Ext 10/120,000 US ONLY.

Clock Spring Limited Warranty Extension

For applicable vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Audi dealer) of a torn clock spring for a period of 10 years or 120,000 miles, whichever occurs first, from the vehicle's in-service date.

The extension covers the repair of a torn clock spring on these vehicles when either of the following DTCs accompanies the torn clock spring: B10001B or VAG00588.

The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

What is Covered?

If the vehicle is diagnosed with a torn clock spring by an authorized Audi dealer while the vehicle is within the time limit of the warranty extension, and DTC B100001 or VAG00588 accompanies the torn clock spring, the clock spring will be replaced at no charge to the customer.

As long as the vehicle is taken to an authorized Audi Dealer within the time limit of this warranty extension, the following will be diagnosed FREE of charge for the customer: Steering wheel controls not working properly and an airbag light that stays on.

- If diagnosis confirms that the issue is caused by a torn steering wheel clock spring, the repair will be performed at no cost to the customer.
- If diagnosis reveals that the vehicle has an unrelated issue(s), any necessary repairs will not be covered under this warranty extension.



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Exclusions

A vehicle is not eligible for the extended warranty coverage if it has a branded title (including, but not limited to: "Totaled," "Assembled," "Dismantled," "Flood," "Junk," "Rebuilt," "Reconstructed," "Lemon Law Buyback," "Fleet," "Mileage Unknown," "Stolen," or "Salvaged," or if it was acquired by any person or entity from a junkyard, salvage facility, or body shop).

Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect, and repairs that are necessary for proper diagnosis of these conditions or required to bring the vehicle up to factory specifications are not covered by this warranty extension.

Repair or replacement under this extended warranty must be performed by an authorized Audi dealer.

Transferability

The warranty, as extended, is fully transferable to subsequent owners.

Claim Processing

Warranty Key: U36

Claim Type: 110

Service Number: 6955

Questions or Concerns

Contact Audi Warranty at 866.677.2834 or AudiWarranty@audi.com with questions or concerns related to this limited warranty extension.