



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-23-08

Subject: Hydraulic Unit Limited Warranty Extension

Date: Aug. 3, 2023

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

The following Hydraulic Unit Limited Warranty Extension is applicable for certain Audi vehicles. Affected Vehicles may include:

- Select vehicles with DQ-381 gearbox

Note: This extension only applies to specific vehicles identified with Warranty Key W38.

To determine if a vehicle is eligible for this extension, check in the VIN in ElsaPro >> Vehicle Data. If the Warranty Extension is applicable to the vehicle, the “Warranty Key” section of the “Vehicle Data” screen in ElsaPro will be populated with Warranty Key W38.

Hydraulic Unit Limited Warranty Extension and What is Covered

Effective on August 3, 2023, for applicable vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Audi dealer) of a hydraulic unit for a period of 10 years or 120,000 miles, whichever occurs first from the vehicle’s in-service date. 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.

During the time/mileage period specified above, an authorized Audi Dealer will diagnose and replace the Hydraulic Unit at no cost to the customer if the diagnosis confirms that the hydraulic unit has failed from a warranty defect (fault code POC29 is stored after the software update and road test). Please see TSB 2050723 for further information on the diagnosis and repair process.

If diagnosis reveals that the vehicle has an unrelated issue(s), diagnosis and any necessary repairs to correct such issue(s) will not be covered under this warranty extension.

Additional information

This warranty extension does not cover damage or malfunctions caused by outside influence, such as an accident, or vehicle misuse or neglect, nor does it cover repairs that are necessary for proper diagnosis of these conditions or that are required to bring the vehicle up to factory specifications.

Transferability

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

Claim Processing For the Hydraulic Unit Limited Warranty Extension:

Claim Type: 1GW

Service Number: 3479

Questions or Concerns

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