

Service Information

Support

Number: AS-12-02

**Subject: Monthly Dealer Licensing Flat Fee Change:
Service Information, Vehicle Diagnostics, and Wheel
Alignment Software**

Date: Dec. 14, 2012

The current monthly dealer licensing fee for access to service information, vehicle diagnostics, and wheel alignment software has remained the same for several years. However, as updated and new information and functionality becomes available, this brings the need to increase the monthly dealer licensing fee. The new \$340 monthly licensing flat fee is effective December 1, 2012, and will be reflected on the next end of month parts account statement.

Please remember Audi of America continues to deliver excellent value to its dealer network and works to ensure dealers receive quality content and processes focused on improving the customer service experience.

Dealer benefits include:

- Unlimited content enhancements and updates for ElsaWeb and future ElsaPro launch
- Continued wheel alignment software updates
- Updated vehicle diagnostic solutions - ODIS
 - More efficient use of diagnostic device memory during performance of GFF
 - Quicker SVM (flash) procedures
 - More intuitive access to key diagnostic functions

Since many dealer calls are received regarding monthly statements, provided below is the new line item description for the licensing fee. Please use this description to assist interpreting and auditing month end parts account statements.

New Line Item Description: Monthly Serv & Diag Info Access