

Warranty Policy and Procedure Bulletin

Audi Warranty

Number: AWA-12-04

Subject: MY13 Audi Q5 hybrid Launch Allowance Program

Date: Oct 1, 2012

Dealers: United States and Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective: October 1, 2012

Model year/Model: MY13 Audi Q5 hybrid

During the launch of the new Audi Q5 hybrid, authorized Audi dealers must participate in the Audi Q5 hybrid Launch Allowance Program.

- ▶ A Technical Assistance Center (TAC) ticket must be created **prior to any repair related to the Audi Q5 hybrid**, and each ticket must include diagnostic logs and a detailed summary for each customer concern.
- ▶ The ticket must be activated by calling the TAC for further instructions; the case number assigned must be recorded on the repair order.
- ▶ The concern must be corrected after authorization.
- ▶ Findings must be reported to close the TAC ticket.
- ▶ Part(s) replaced under warranty must be sent to the Warranty Parts Return Center (WPRC) within 48 hours after completing the repair. (Use the Warranty Parts Shipping Portal)

Warranty reimbursement for the Launch Allowance Program begins with the arrival of your first MY13 Audi Q5 hybrid in October 2012 and continues until further notice.

Routine maintenance and PDI services do not require prior authorization or a TAC ticket and are excluded from the launch allowance program; however, the described launch procedures must be followed for *warranty* defects discovered during PDI.

Claim processing/reimbursement/shipping parts

The launch allowance program is applicable per customer concern, and multiple concerns may appear on each repair order; however each concern must be a separate line on the warranty claim. The launch allowance claim must be submitted separately from the warranty claim for the repair.

A single warranty claim for the appropriate number of time units for each repair line may be submitted. Time unit allocation for reimbursement follows:

- ▶ 60 TU for opening (30 TU) and closing (30 TU) the TAC ticket.
- ▶ 40 TU for sending the replaced part(s) to the WPRC within 48 hours after repair completion.

Note: When the customer concern is resolved without part(s) replacement, the requirement to send the replaced part(s) to the WPRC is void; thus only the 60 time units for opening and closing the TAC ticket may be submitted for reimbursement.

Claim submission information:

Claim Type	9SP/1SP
Service No.	ALAP
Damage Code	0011
Removed Part	002
Causal – Outside LO Number	ALAP1600 <i>Audi launch allowance program</i>
\$ Amount = Dealer Warranty Labor Rate x the appropriate time units (60 or 100)	

If the TAC ticket is not closed and/or parts are not sent to the WPRC within 48 hours, the dealer will be debited 30 time units and/or 40 time units respectively.