

Warranty Policy and Procedure Bulletin

Audi Warranty

Number: AWA-12-06

Subject: Update to Audi Assist and Pick-up & Delivery Programs

Date: Nov. 01, 2012

Dealers: United States and Puerto Rico

Supersedes AWA 10-04

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective Reception date Nov. 01, 2012

- Chapter 4, Section *Audi Assist* in the Audi Warranty Policies and Procedures Manual is revised to remove the statement "Audi dealers may employ a third party service firm to operate their Audi Assist vehicle in order to maintain the required acceptance rate". All other data from AWA 10-04 remains the same and is included in this Bulletin.

Audi Assist Reimbursement

Dealers are reimbursed at a flat rate fee of \$75 for each completed Audi Assist call.

Acceptance Rate

All dealers are required to maintain a minimum acceptance rate quarterly. Audi provides information concerning the dealership's participation to the AASM.

The required minimum acceptance rates are:

Non- Flagship Dealers = 30%

Flagship Dealers = 75%

Duration of vehicle eligibility:

Audi Assist is applicable to any Audi which is covered by the New Vehicle Limited Warranty or Certified pre-owned Limited Warranty.

A8 Technologist

The A8 Technologist Assist reimbursement is available only to Audi A8 Flagship Dealers, and is applicable only to the A8/S8 D4 platform vehicles. See AWA 11-13 for additional A8 Technologist Assist details.

The graph *Audi Assist claim processing and reimbursement* provides information needed to submit a SAGA claim.

Audi Assist claim processing and reimbursement						
		Out of gas	Flat tire	Dead Battery	Misc. / Convert. Top / A8 Suspension	A8 Technologist * (D4 platform only)
Reimbursement for Audi Assist		\$US 75	\$US 75	\$US 75	\$US 75	\$US 75
Claim type		1SP	1SP	1SP	1SP	1SP
Service no.		AU15	AU15	AU15	AU15	AU15
Outside Labor Op		AU1542IM	AU1545IM	AU1544IM	AU1546IM	AU1547IM

Note: A8 Technologist, APPLICABLE to Audi Flagship Dealers only, is for the D4 platform only, MY2011 forward.

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2. Chapter 4, Section *Loaners* in the Audi Warranty Policies and Procedure Manual is revised to update the Pick-up and Delivery Program for Audi A8 Flagship Dealers. The reimbursement for R8 pickup and delivery is increased to \$50 to match the A8/S8 pickup and delivery reimbursement. All other data from AWA 10-04 remains the same and is included in this Bulletin.

Pick-up and Delivery Reimbursement

Dealers are reimbursed for pick-up and delivery of an A8/S8/R8 for each service appointment. The reimbursement is a flat rate for the round trip and can be claimed once per repair order.

The reimbursement amounts are:

Non-Flagship Dealers: A8/S8/R8 = \$25

Flagship Dealers: A8/S8/R8 = \$50

The graph *Pick-up and Delivery claim processing and reimbursement* provides the eligibility, claim processing, and reimbursement details for the program.

Pick-up and Delivery claim processing and reimbursement				
		Non-Flagship Dealer	Flagship Dealer	
Reimbursement for Pickup & Delivery per Round Trip	A8 / S8	\$25	\$50	
	R8	\$25	\$50 *	
Duration of Eligibility	NVLW & CPO Limited Warranty			
Claim type	1SP			
Service no.	PUDL			
Outside Labor Op	PUDL1600			

*\$50 Reimbursement begins *reception* date Nov. 01, 2012

Note: Audi Assist and the Pick-up and Delivery Program (PUDL) for the Audi R8 are valid only for authorized Audi dealers with the designation Audi R8 Certified Point or Audi R8 Service Point.

All claims must be submitted in accordance with the Audi Warranty Policies and Procedures Manual and/or Warranty Bulletins, and are subject to review and/or audit by Audi Warranty.