



Warranty Policy and Procedure Bulletin

Audi Warranty

Number: AWA-12-05

Subject: Process Change for Corrosion and Paint Repair
Authorization - Photos required

Nov. 01, 2012

Dealers: United States and Puerto Rico

This document modifies the
Audi Warranty Policies and
Procedures Manual.

Effective Reception Date Jan. 01, 2013

Chapter 4, Section *Inspection and Authorization by AASM/TFM* in the Audi Warranty Policies and Procedures Manual is revised to add the obligation to provide photos for corrosion and paint repair requests initiated in Audi Warranty Online/AASM Authorization. The Policy manual in Audi Warranty Online will be updated to reflect this information.

Effective Reception date Jan 01, 2013, it is essential to include photos with the *AASM Authorization* request for corrosion and paint repairs.

Corrosion and paint repair requests require inspection and authorization by the Field Team using the *AASM Authorization* module in Audi Warranty Online. Submitting and authorizing requests electronically supports dealers as well as customers by providing a shorter turn-around-time for the authorization; however, since the corrosion and paint must be carefully reviewed and verified, the process takes additional time. Having both written details and photos in a single source will accelerate the review and enable the authorization decision to be made more rapidly.

Photo requirements:

1. VIN plate of the appropriate vehicle – VIN must be legible
2. Full vehicle photo to include area of corrosion perforation and/or paint flaw
3. The exact area of corrosion perforation and/or the paint flaw which must be clearly discernable. Multiple photos of the body panel(s) with perforation and/or the paint flaw may be required to properly encompass the concern.

The photos must be attached to the *AASM Authorization* log entered in Audi Warranty Online. An AASM Authorization Request submitted without photos will not be authorized and a SAGA claim for the repair may not be reimbursed.

Process:

The screenshot shows the 'AASM authorization request' form in Audi Warranty Online. The form is divided into sections for 'Pending (0)', 'Decided', and 'Archived'. The 'Authorization log' section contains the following fields:

- Repair Date*
- Repair Order Number*
- Customer Name*
- Mileage*
- VIN*
- In-service Date*
- TAC Case # (if applicable):
- Description of Concern* (detailed)
- Assistance Requested*:
 - On-site Inspection by Audi Representative? ☐ yes ☐ no
 - Photos Attached?* ☐ yes ☐ no
 - Documents Attached?* ☐ yes ☐ no

A red circle highlights the 'Photos Attached?' section, and a red arrow points to it from the right. Below the form, a text box says 'Browse, locate, and upload each photo.'