

Warranty Information

Warranty Communication

Number: AWC-13-09

**Subject: Clarification New Vehicle Limited Warranty
Redefined Claim Coding for Shocks, Accessories, Batteries**

Date: Jun. 18, 2013

U.S., Puerto Rico Dealers

This document conveys General Information from Audi Warranty

Clarification New Vehicle Limited Warranty: During a standard review of our internal procedures, Audi Warranty found that the Shock Absorber and Remote Battery coverage noted is inconsistent with the Warranty Booklet provided in each vehicle.

Although the internal guideline shows that shock absorbers and remote batteries are covered for 12 months or 12,000 miles whichever occurs first from the original in-service date, the Warranty Booklet does not denote that coverage specifically.

So that Audi customers receive the full benefit of the warranty package which accompanies their vehicle purchase, the internal guideline is clarified to show coverage for 48 months or 50,000 miles, whichever occurs first from the original in-service date.

Redefined Claim coding: (1)Shocks, Remote Battery, (2)Accessories, (3)Vehicle Battery: Due to the clarification identified for shocks and remote battery, as well as the coverage extension for accessories and batteries announced in 2012, the claim coding for these items is now redefined as follows:

1. Applicable to any vehicle within NVLW coverage.

Shock absorber and remote battery	
Coverage	Claim coding
NVLW 48/50	<p>Claim type: 110 first 6/6</p> <p>Claim type: 1AM > 6/6 up to applicable coverage.</p>

2. Applicable to accessories in the Accessories Catalogue. Does not include radio components.

Accessories claim coding				
		Installed	Over the counter	
Claim type	1A1	12i	1A2	13i
Use Claim Type	First 24 months in service	>24 months in-service to end of NVLW, <u>or</u> duration of 12 months/12,000 miles Accessories Limited Warranty, whichever is greater	Duration of 12 months/12,000 miles Accessories Limited Warranty	Not applicable
PN begins "ZAW"	Not applicable	Duration of 12 months/12,000 miles Accessories Limited Warranty	Not applicable	Duration of 12 months/12,000 miles Accessories Limited Warranty
Accessories distributed by Audi and installed under warranty by an authorized Audi dealer are covered for defects in material or workmanship within the remainder of the NVLW, or 12 months/12,000 miles whichever is greater.				

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3. Applicable to replacement batteries sold September 1, 2012 forward.

Factory replacement battery coverage and proration				
Parts Limited Warranty Coverage 24 months/ unlimited mileage	Months in service	Parts quantity	Customer charge in % based on sugg. retail parts price	Claim Type
	Batteries Sold Sept 1, 2012 forward	0-24	0100	0%
				12i >12/12 up to applicable coverage
25-36		0050	50%	131
37-48		0030	70%	
49-60		0010	90%	

Replacement batteries distributed by Audi and installed under warranty by an authorized Audi dealer Sep 1, 2012 and forward are covered for defects in material or workmanship for parts and labor within the remainder of the NVLW or 24 months/unlimited mileage, whichever is greater.
There is no labor reimbursement for prorated batteries (25-60 months)

At Audi Warranty, we make every attempt to keep claim coding updates to a minimum; however there are times when certain updates must be made. We appreciate your support of these changes.

Should you have any questions or concerns related to the claim coding please contact Audi Warranty at 866.677.2834 or AudiWarranty@Audi.com.