

# Warranty Information

## Warranty Communication

Number: AWC-13-08

Subject: Audi Second Delivery Program Extended  
Indefinitely  
U.S., Puerto Rico Dealers

Date: June 12, 2013

This document conveys General Information from Audi Warranty

Thank you Dealer Partners! The Audi Second Delivery Program, launched a few months ago for new MY2013 vehicles is an overwhelming success. The Program's achievement is a direct result of your diligence, consistency, and dedication to the Audi Brand.

Today we are announcing the extension of the Audi Second Delivery Program, now applicable to new MY2013 and MY2014 vehicles.

Audi is committed to enhancing the Initial Quality Experience for our Customers within the first days of vehicle ownership. We want to resolve any knowledge or technical concerns a customer may have about a new vehicle, and build a strong, positive, enduring relationship between dealer and customer.

To support this commitment to both our dealers and our customers, Audi is introducing the *Audi Second Delivery Program for MY2013 and MY2014 vehicles*.

For each second delivery, clarifying and demonstrating features which are identified as *difficult to use* should be emphasized. These include:

- ▶ Bluetooth and Voice Control
- ▶ MMI and Navigation Operation
- ▶ Radio/Audio Controls
- ▶ HVAC Controls
- ▶ Windshield Wiper Operation
- ▶ Cruise Control Operation

### Program Details

The Program is applicable to all new MY2013 and MY2014 vehicles and includes a **one-time reimbursement per VIN** of \$75. The Second Delivery may be performed at the dealership or a location of the customer's choosing.

Reimbursement Guidelines	
Date vehicle reported sold	Time limit to submit claim
Mar 01 – May 31, 2013	Through Aug 31, 2013
Jun 01, 2013 and forward	90 days after vehicle reported sold

### Claim Coding – Note: change in Service Number for program extension

Reimburse: \$75      Claim Type: 1SP      Service No: BPDI      Outside Labor Op: A0001600

Questions about claim coding or reimbursement for the Second Delivery Program may be directed to Audi Warranty 866.677.2834 or audiwarranty@audi.com.