

# Audi of America, Inc.



Date: June 25, 2013  
 To: U.S. Audi Dealer Principals, General Managers, Service Managers and Parts Managers  
 From: Juergen Gumbinger, General Manager Product Quality, Audi of America  
 Subject: MY14 Q5 TDI, A6 TDI, A7 TDI, Audi A8L TDI clean diesel Repair Authorization

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Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the MY14 TDI clean diesel vehicles. The procedure outlined below is mandatory for all dealers and should be followed when the first MY14 Q5 TDI, A6 TDI, A7 TDI, or Audi A8L TDI clean diesel arrives at your dealership until further notice.

With your assistance we achieved participation rates in the 90<sup>th</sup> percentile range during previous launches. We appreciate your efforts and look forward to your continued support for the MY14 TDI clean diesel launch.

NOTE: The Repair Authorization Process should not be followed for routine maintenance services and PDI inspections, and **only applies to TDI engine, diesel fuel delivery, exhaust aftertreatment system, or transmission issues.**

The process is simple and effective when followed:

1. Verify Customer Concern.
2. Begin GFF diagnosis. Do not remove any part or disconnect electrical connections until instructed to do so.
3. Create a TAC ticket using the Technical Assistance Center System in ElsaWeb.
4. Select **MY 2014 only TDI fuel exhaust Trans Repair Authorization** in the Concern Type field for proper routing to our launch-dedicated TAC Consultant as shown below:

Create Ticket	
Ticket Information	
Concern Type:	Select concern type
Technician Code:	Select concern type
Dealer Code:	Oil Consumption Repair Authorization
	A8 4.0T S6 S7 S8 & A8 W12 Engine & Transmission Auth
	Audi R8/R8 Spyder and R8 GT Repair Authorization
	<b>MY 2014 only TDI fuel exhaust Trans Repair Auth</b>
	Campaign Technical level 2 only
VIN:	Audi Automatic Transmission
Model:	Audi- Electrical and MMI
Mileage/Kilometer:	A/C - CV Top -Brakes- Body/Chassis/Suspension & parts
	Audi-Engine and Engine Electronics
	Audi Standard Transmission and Final Drive
	Q5 Hybrid Launch Repair Authorization
	Part release request retail sale
Technician/Shop Foreman Direct phone number of	
Has your Shop Foreman/Team Leader been involved in the diagnosis of this vehicle?	
Number of visits for this repair attempt?	



5. Describe the customer concern with as much detail as possible. Fill in all required fields.
6. Please include your cell phone number in the TAC ticket. The TAC consultant will use this number to contact you so you can be close to the car during the conversation.
7. Always attach the Collection Services Diagnosis Log and photos that can illustrate the concern.
8. Activate the TAC ticket promptly by calling the TAC for further instruction before carrying out any repairs.

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Within one hour of receiving the technician's call, our launch team will either provide a repair plan or make the decision to send a Launch Team Member to the dealer. If there is no response within the hour, the technician may proceed with the repair.

### **Warranty and Parts Return Process:**

The Audi Warranty Parts Return Center will notify the dealership of part requests on all closed TAC tickets within one (1) business day.

Warranty Parts Return Center personnel will:

- Create and e-mail a Warranty Part Shipping Request form for each part request.
- Create a shipping label in the Warranty Parts Shipping Portal.
- Follow up with the dealership if the requested part(s) is not shipped within 48 hours.

Dealership personnel should:

- Print the pre-addressed shipping label from the Warranty Parts Shipping Portal.
- Return the requested part(s) to the Warranty Parts Return Center the same day.
- Enter the warranty claim into SAGA within 24 hours of repair.

Replaced parts on the warranty claim will be requested through SAGA with the exception of Hazard Material (HAZMAT) parts. In the event a HAZMAT part (airbag, seat belt, battery, etc.) is requested through SAGA, please contact the Audi Warranty at 866.677.2834. HAZMAT parts will be requested on a case-by-case basis during the launch. The HAZMAT part should be shipped as outlined in the Warranty Parts Request User's Guide. Engines and Transmissions will be requested on a case by case basis. Follow the shipping guidelines as outlined in the User's Guide for Shipping Engines and Transmissions.

The SAGA barcode should be printed in all cases. If requested parts are returned prior to receiving the SAGA barcode, email the Warranty Parts Return Center at [audiwprc@audi.com](mailto:audiwprc@audi.com) with comments regarding the return along with the FedEx tracking number. If the parts have not been returned at the time of claim submission, the SAGA barcode should be sent with the requested parts. A printed copy of the TAC ticket as well as all applicable required documentation must be included when sending the requested parts.

Thank you for your cooperation and participation. If you have any questions, please contact your Regional After Sales Manager (RASM).

# Warranty Policy and Procedure Bulletin

<p><b>Audi Warranty</b></p> <p><b>Subject: MY14 Audi Q5 TDI, A6 TDI, A7 TDI, and A8L TDI clean diesel Launch Allowance Program</b></p> <p><b>Dealers: United States and Puerto Rico</b></p>	<p><b>Number: AWA-13-05</b> <b>Date: Jun 25, 2013</b></p> <p style="font-size: small;">This document modifies the Audi Warranty Policies and Procedures Manual.</p>
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**Effective:** Jun 25, 2013

AWA 13-02: A8L TDI clean diesel Launch Allowance Program is archived. The A8L is now included in this Bulletin.

**Model year/Model:** MY14 Audi Q5 TDI, A6 TDI, A7 TDI, and A8L TDI clean diesel

During the launch of the new Audi Q5 TDI, A6 TDI, A7 TDI, and A8L TDI clean diesel, authorized Audi dealers must participate in the Launch Allowance Program for these vehicles.

- ▶ A Technical Assistance Center (TAC) ticket must be created **prior to any repair related to the TDI engine, diesel fuel delivery, exhaust aftertreatment system, or transmission issues**, 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 vehicles 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.