

VWoA Compliance

From: Audi Communications
Sent: Friday, January 03, 2014 6:31 AM
Subject: Audi Care Maintenance Interval Clarification

Dealer Communication



January 3, 2014

Read if Red	DEALER PRIN	GENERAL MGR	SALES MGR	CPO MGR	SERVICE MGR	PARTS MGR	WARRANTY MGR	F&I MGR
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From: Elizabeth Secue, After Sales

Action Required: No

Deadline: N/A

Audi Care Maintenance Interval Clarification

Based on dealership feedback we made the following changes to improve the customer experience. The chart below portrays the updated timing parameters. Please note that the Audi Care program does not have a mileage restriction for each separate service, but it does have a time restriction.

These Audi Care services can be done at any mileage, but the maintenances must be performed within these time parameters:

Audi Care

Scheduled Maintenance	Cut-Off Date
15,000-mile service	36 months in-service
25,000-mile service	48 months in-service
35,000-mile service	60 months in-service
45,000-mile service	60 months in-service

Audi Care Plus

Scheduled Maintenance	Cut-Off Date
55,000-mile service	84 months in-service
65,000-mile service	84 months in-service
75,000-mile service	84 months in-service

of ATTACHMENT(S): 0

Dealer personnel will receive this announcement via email on **Monday, January 6.**