

Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-14-05

Date: Jul 10, 2014

Subject: Applicable to Engine Codes CBEA, CATA, CNRB, CPNA, CPNB: 2009-2015 Model Year TDI® Clean Diesel Vehicles Using Biodiesel Blended Fuels - Registered in the state of Minnesota only

This document modifies the Audi Warranty Policies and Procedures Manual.

Dealers: US, Puerto Rico Dealers

This Warranty Bulletin is applicable to 2009-2015 Model Year Audi TDI® Clean Diesel Engine vehicles (with Engine Codes CBEA, CATA, CNRB, CPNA, or CPNB) registered in the State of Minnesota only.

Review the Audi Care Communication (included in this bulletin) for more details of the Minnesota biodiesel topic.

Warranty Coverage Verification!
Biodiesel blends up to B20 may be used in the Minnesota-registered TDI® Clean Diesel vehicles.

Due to new Minnesota state regulations regarding biofuels, biodiesel blends of B5 or less may not be available in Minnesota. Audi will continue to honor the terms and conditions of the Audi Limited Warranties that came with these vehicles.

Claim Coding for Audi Care:

To substantiate that Minnesota-registered 2009-2015 Model Year Audi TDI® Clean Diesel engine vehicles (with engine codes CBEA, CATA, CNRB, CPNA, or CPNB) are eligible for interim oil change coverage under Audi Care, attach a copy of the Minnesota vehicle registration to the repair order.

Plan	Mileage	Claim Code	Service Number	Labor Op	Labor	Parts
Audi Care	5,000-15,000	S10	0311	03050085	80 TU	Oil Oil Filter
	15,000-25,000	S10	0321			
	25,000-35,000	S10	0330			
	35,000-45,000	S10	0344			
Audi Care Plus	45,000-55,000	S10	0351			
	55,000-65,000	S10	0360			
	65,000-75,000	S10	0370			

Included with this Bulletin are the following documents:

1. Audi Care Communication
2. FAQ relative to subject



Audi Care

Special Bulletin

15k–45k and 55k–75k
Vehicle Service Plans

Minnesota TDI® Clean Diesel customers with Audi Care are eligible for extra oil changes at no charge (engine codes CBEA, CATA, CNRB, CPNA, or CPNB).

- ▶ Due to new Minnesota state regulations regarding biofuels, biodiesel blends of B5 or less may not be available in Minnesota.
- ▶ Using biodiesel blends up to B20 in Audi TDI® powered vehicles (especially those that regularly do a lot of short-distance or stop-and-go driving) may require additional oil changes.
- ▶ Vehicles covered by Audi Care or Audi Care Plus will receive these oil changes at no charge, and AoA will reimburse Audi Dealers for providing them.
- ▶ Only TDI® Clean Diesel engine vehicles registered in Minnesota and covered by Audi Care Plans are eligible for these additional no-cost oil changes.
- ▶ Eligible customers are being notified via first-class mail by AoA.
- ▶ There is no set schedule for the additional oil changes. Eligible customers are being advised to check oil frequently when using biodiesel blends up to B20. If they notice a marked increase in the oil level, they are advised to take their vehicle to an Audi Dealer for an oil change.
- ▶ Minnesota-registered vehicles covered by this bulletin must be serviced by any Audi Dealer in the U.S. that receives such a request.

Audi will continue to honor the terms and conditions of Audi Limited Warranties that came with these vehicles. Please refer to Warranty Policies & Procedures Bulletin AWA- 14-05 for additional information.

TDI



Frequently Asked Questions (FAQ)

Using Biodiesel Blend Fuels in 2009-2015 Model Year Audi TDI® Clean Diesel Vehicles Registered in the State of Minnesota

Engine Codes CBEA, CATA, CNRB, CPNA, CPNB

Why are only customers with 2009-2015 Model Year Audi TDI® Clean Diesel engine vehicles registered in the State of Minnesota receiving this information?

2009-2015 Model Year Audi TDI® Clean Diesel engine vehicles were originally designed to run on “ULSD” – Ultra Low Sulfur Diesel No. 2 – fuel that complies with ASTM D-975 specifications and permits up to a maximum blend of 5% biodiesel (B5).

Due to new Minnesota state regulations regarding biofuels, biodiesel blends of B5 or less may not be available in Minnesota. We want to assure our customers with 2009-2015 Model Year Audi TDI® Clean Diesel engine vehicles registered in Minnesota that, even though the new regulations limit their diesel fuel choices, we will continue to honor the terms and conditions of the Audi Limited Warranties that came with their vehicle.

What is biodiesel fuel?

Biodiesel is a domestically produced, clean-burning and renewable partial substitute for conventional (petroleum) diesel fuel.

How does biodiesel differ from ULSD diesel fuel?

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and affect the quality of the oil.

When a customer uses biodiesel blends in their Minnesota-registered TDI® Clean Diesel engine vehicle, what do they need to remember?

- Routinely check the engine oil level. A good time to do this is when you refuel, especially if you regularly do a lot of short distance or stop-and-go driving. This will help you see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) See your Owner’s Manual for additional information on checking the engine oil level in your vehicle.
- If you ever notice that the engine oil level has risen or is above the maximum indicator, contact your authorized Audi dealer or Audi Customer Experience to schedule an oil change – regardless of the time or mileage that has elapsed since you last had an oil change performed.
- Continue to follow the oil change intervals found in the maintenance booklet that came with your vehicle, and use only engine oil that expressly complies with Audi quality standard VW 507 00.
- Refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.
- When your vehicle will be in storage (or not driven) for several weeks or months, please completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

A customer with a subject vehicle registered in the State of Minnesota concludes that their vehicle needs an oil change because they believe that the oil level in their vehicle is getting higher due to biodiesel fuel use. Will the oil change be covered under Audi Care even if the vehicle has not yet reached the official oil change interval (as per the maintenance booklet)?

This situation may arise in very rare cases. Customers with subject vehicles inquiring on such cases should be advised that yes, the additional oil change can be performed at no cost, as long as the vehicle is within the time/mileage parameters of Audi Care.