

Warranty Information

Warranty Communication

Number: AWC-14-17

Subject: TDI High Pressure Fuel Pump (HPFP) Parts Return -
Applicable to Claim Types 1SP, 2SK, and all Base Warranty

Date: Nov 07, 2014

U.S. Dealers **Supersedes AWC 14-06 and AWC 14-16**

This document conveys General
Information from Audi Warranty

This Communication is sent on behalf of the Audi Warranty Parts Return Center (WPRC).

A new inspection facility will be used to support the ongoing analysis of the HPFP from TDI clean diesel vehicles. The new *ship to* address is included in this Communication. All other information from the original communication remains unchanged and is included in this communication.

All currently requested HPFPs in **Hold** status in the Warranty Parts Shipping Portal (WPSP) will be updated to **Requested** status and directed to the new inspection facility. The request expiration date will be extended an additional 14 days from the date of this Communication. Future requests will follow the normal part return parameters.

Product Quality is of utmost importance to Audi of America as we continually strive for a perfect product experience. Results of analysis/testing of parts replaced under warranty are a leading source of product improvement; however, only essential parts are requested for return.

At this time we are requesting the TDI High Pressure Fuel Pump. Normally, a part request appears (in the Warranty Parts Shipping Portal) only for base warranty claim types; however the TDI High Pressure Fuel Pump request will also include claim types 1SP and 2SK. All parts, regardless of claim type, will be analyzed using the usual claim/part review policy and process.

The current return procedure for requested HAZMAT parts should be followed even though there is a special shipping address for return of the TDI High Pressure Fuel Pumps:

Audi Warranty Parts Return Center
c/o Global Vehicle Works
5402 Hill 23 Drive
Flint, MI 48507

Questions relative to this information may be directed to Audi Warranty 1.866.677.2834 or AudiWarranty@Audi.com.