

Warranty Policies and Procedures Bulletin

Audi Warranty**Number: AWA-14-03****Date: Jun 02, 2014****Subject: Turbocharger Limited Warranty Extension****Dealers: United States and Puerto Rico**

This document modifies the Audi Warranty Policies and Procedures Manual.
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Effective: Reception Date Jun 03, 2014

Audi is extending the Emissions Control Systems Warranty for the turbocharger under specific conditions to 7 years or 70,000 miles, whichever occurs first, from the vehicle's original in-service date for certain 2009-2012 Model Year Audi 2.0 TFSI Engine vehicles with engine code CAEB. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service. The warranty extension is fully transferable to subsequent owners.

What is the Problem

Audi has determined that under specific conditions, the turbocharger could malfunction and may cause the Malfunction Indicator Lamp (MIL) on the instrument cluster to illuminate due to the presence of specific fault codes caused by this component.

The MIL is part of the on-board diagnostic system. Please refer to the owner's manual for additional information about the MIL. In some locales, an illuminated Malfunction Indicator Lamp could cause the vehicle to fail an IM emissions inspection, and the vehicle registration application could be denied.

Be aware that other conditions (unrelated to the issue described in this bulletin) may cause the MIL in the vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

What is covered under this Warranty Extension

This warranty extension covers only the diagnosis and replacement of a faulty turbocharger.

What is not covered under this Warranty Extension

- ▶ Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components (chipped" or "tuned" ECMs) not approved by Audi.
- ▶ Other conditions *unrelated* to a faulty turbocharger that may cause that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

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Warranty Extension Coverage Limitations

The warranty and maintenance information that came with the owner's vehicle contains information on the limited warranties applicable to their Audi. Owners should read these limited warranties carefully to determine their warranty rights and obligations, as this information also applies to the coverage provided to them in this warranty extension

Claim Processing:

Warranty Extension Key: U23 TurboChar EXT 7/70,000 US ONLY is assigned in Elsa to identify vehicle eligibility.

TSB: 2031245 is applicable to this extension.

Claim coding is based on the *present and active* warranty keys in Elsa. Although the Service Number remains the same, the claim type and damage code are different for each scenario.

Claim coding for Turbocharger Warranty Extension			
Elsa Key	Claim Type	Service Number	Damage Code
Warr Ext Key U23 present & active	110	2130	0010
Warr Ext Key U23 present & active <u>AND</u> US1/US2 also present & active	1E2	2130	0016

Reimbursement is applicable only to the repairs described in this Warranty Bulletin.

Contact Audi Warranty for questions or concerns: 866.677.2834 or AudiWarranty@Audi.com.

Information in this Bulletin is Warranty Policy. All warranty claims must be submitted in accordance with the most recent edition of the Audi Warranty Policies and Procedures Manual. Claims are subject to review and/or audit by Audi Warranty.

Audi of America, Inc.



Audi of America, Inc.
3800 Hamlin Rd.
Auburn Hills, MI 48326
www.audiusa.com

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to Vehicle Identification Number: <VIN>

**Subject: Warranty Extension for Turbocharger
Certain 2009-2012 Model Year Audi Vehicles with 2.0 TFSI Engine (Engine Code CAEB)**

Dear Audi Owner:

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency, we are informing you of our decision to extend your Emissions Control Systems Warranty for the turbocharger under specific conditions to 7 years or 70,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

What is the Problem?

Audi has determined that, under specific conditions, the turbocharger could malfunction and may cause the Malfunction Indicator Lamp (MIL) on the instrument cluster to illuminate due to the presence of specific fault codes caused by this component.

The MIL is part of your on-board diagnostic system. Please refer to your owner's manual for additional information about the MIL. In some locales, an illuminated Malfunction Indicator Lamp could cause your vehicle to fail an IM emissions inspection, and your vehicle registration application could be denied.

Please be aware that other conditions (unrelated to the issue described in this letter) may cause the MIL in your vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

What Will Audi Do?

In our continuing efforts to assure proper performance of Audi vehicles, your dealer will diagnose and replace a faulty turbocharger if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

What Does This Warranty Extension Cover?

This warranty extension covers only the diagnosis and replacement of a faulty turbocharger. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.



What is Not Covered Under This Warranty Extension?

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components (“chipped” or “tuned” ECMs) not approved by Audi.
- Other conditions *unrelated* to a faulty turbocharger that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle’s emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

Warranty Extension Coverage Limitations

The warranty and maintenance information that came with your vehicle contains information on the limited warranties applicable to your Audi model. Please read these limited warranties carefully to determine your warranty rights and obligations, as this information also applies to the coverage provided to you in this warranty extension.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this warranty extension, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address or Sold the Vehicle?

If you have, please fill out the enclosed prepaid owner reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, please refer to the enclosed form that explains how to request reimbursement. We would be pleased to review your reimbursement request.

We are pleased to offer this extended emissions warranty and hope that you will continue to be a member of the Audi family. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service