

Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-15-04

Subject: Oil Consumption Limited Warranty Extension

Date: Jan 28, 2015

Dealers: US, Puerto Rico Dealers

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective: Reception Date Jan 28, 2015

Audi is extending the New Vehicle Limited Warranty for certain 2009-2011 A4, A5, and Q5 Vehicles with the CAEB 2.0T engine to 8 years/80,000 miles (whichever occurs first) from the vehicle's in-service date or 12 months/12,000 miles (whichever occurs first) from the date of a settlement Service Adjustment, whichever date occurs later. Detailed guidelines are described in the *What is covered* section. The limited warranty extension is fully transferable to subsequent owners.

Eligible vehicles are identified in Elsa with the Warranty Extension Key **U24 OC Ext-Info AWO Resource Ctr.**

What is the problem

Some customers have complained of excessive engine oil consumption. Conditions unrelated to engine oil consumption are not covered under this extension.

What is the coverage

1. All eligible vehicles may receive Oil Consumption related repairs within 8 years/80,000 miles (whichever occurs first) free of charge.
2. Eligible vehicles which have not had a prior Service Adjustment may schedule the Service Adjustment Repair within 18 month from the settlement date (Jan 28, 2015), regardless of vehicle age or mileage. The Service Adjustment is defined as (1) replacement of the crankcase pressure regulating valve, front crankshaft seal and front crankshaft bolt; and (2) updating the Engine Control Module (ECM) software to conform to the new part(s). This service must be consistent with Audi Technical Service Bulletin 2027731, dated Nov 02, 2011, and any version/amendment that is in effect at the time the Service Adjustment is performed.
3. Eligible vehicles which receive the Service Adjustment Repair near or later than the 8 years/80,000 miles extension parameter, will have up to 12 months/12,000 miles (whichever occurs first) after the Service Adjustment to receive any additional Oil Consumption related repairs free of charge. This includes a Test 2 and any relevant repairs.

Coverage defined

The repair history and maintenance history of the vehicle, and mileage at first repair dictate which extension guideline specifically affects it.

Oil Consumption Limited Warranty Extension			
		Repair History	
Coverage Guidelines		No prior OC related repairs	Vehicle < 8yr/80,000 mi OC related repairs covered 8/80. If Service Adjustment is performed within 8/80, vehicle is covered for remainder of 8/80 or 12/12 from Service Adjustment (whichever occurs later).
		Service Adjustment previously performed	Vehicle > 8 yr/80,000 mi Service Adjustment is covered within 18 mos of date of settlement, regardless of vehicle age or mileage. Add'l repairs covered 12/12 (whichever occurs first) from date of Service Adjustment.
			Add'l OC related repairs covered for 8/80. No coverage under extension (see Audi Parts & Accessories Limited Warranty for possible coverage.)

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What is not covered under this Warranty Extension

Any damage or malfunctions caused by using non-genuine Audi 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 Oil Consumption may cause vehicle concerns. 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 for proper diagnosis of these conditions 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 for proper diagnosis of these conditions are not covered by this warranty extension.

Warranty Extension Coverage Limitations

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

Claim Processing

Claim Type: 110
Service Number: S105 OC Service Adjustment
S106 OC Warranty Extension (Part 2 test/piston repair)
Damage Code: 0010
Vendor Code: 002

Warranty Extension Key **U24 OC Ext-Info AWO Resource Ctr**

Customer Pay for Service Adjustment Prior to Warranty Extension

Customers who previously paid for a Service Adjustment at an authorized Audi dealer prior to Jan 28,2015 will be reimbursed for the cost. The Claims Administrator contact information is: telephone number 1.866.591.7231; the web address is www.oilconsumptionsettlement.com. This information can be found in the mailing sent to each customer announcing the warranty extension.

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.