

Warranty Information

Warranty Communication

Number: AWC-15-04

Subject: Damaged Parts vs Defect in Materials
Quick Reference Guide

Date: Feb 11, 2015

U.S. Dealers

This document conveys General
Information from Audi Warranty

This Communication is sent on behalf of the Audi Warranty Parts Return Center

The Audi Warranty Parts Return Center has prepared a Quick Reference Guide to assist dealers identify "Damaged Parts vs Defect in Materials". The Guide includes photo examples of parts along with the *damage* or *defect* identifier. It is important to clarify that damaged components are not eligible for warranty coverage; however a defect in material or workmanship is eligible for coverage within warranty guidelines.

This Quick Reference Guide is intended to be used as a reference for internal dealership personnel only; not shared with customers. Some parts are not represented in this Guide, but will be added as they become available.

The Quick Reference Guide is published in the Audi Warranty Online Resource Center under Warranty Parts Return Center.

Questions

For any questions or concerns regarding this communication, please contact Audi Warranty 866.677.2834 or audiwarranty@audi.com.