

Warranty Information

Warranty Communication

Number: AWC-15-33

Subject: Audi Warranty Parts Portal (WPP) Launch & Transition

Date: Nov 23, 2015

U.S. Dealers

This document conveys General Information from Audi Warranty
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This Communication is sent on behalf of the Audi Warranty Parts Return Center

The Audi Warranty Parts Return Center is launching the Warranty Parts Portal (WPP) on December 7, 2015. This new comprehensive warranty parts return system will replace the current Warranty Parts Shipping Portal (WPSP) application. In addition to providing the part request notifications and shipping documentation, the WPP will also provide scrap and core instructions for all warranty parts.

WPP Highlights

- A single application to identify all return requests, retention parts, and scrap/core parts
- Requests for additional information or clarification will be made through the WPP, not through a claim cancellation in SAGA
- Transparency of part inspection through warranty parts checking results
- Flexible reporting about part requests, part retention, core returns, and part scrapping

Dealer process change on December 7, 2015

- Discontinue using the Warranty Parts Shipping Portal (WPSP) application for parts requests
- Discontinue using AccessAudi to retrieve weekly Warranty Parts Destruction and Core Disposition (scrap) report
- Discontinue using fax to provide additional information on returned parts
- Begin using the WPP for all the above functions

Preparation for WPP Launch prior to December 7, 2015

- Complete the WPP web-based training available through the Audi Academy (AccessAudi> Service> Academy> CRC)
- Training availability date – November 23, 2015
- Course number - 440434
- WPP training must be taken by anyone involved in the part return and follow-up process:
Parts Manager - Parts Shipper - Service Manager - Warranty Administrator
- Ensure web browser Internet Explorer 11 is installed on all computers. WPP functionality may be reduced with earlier versions of Internet Explorer

Warranty Information

WPSP to WPP Transition

- No new part return requests will be loaded into the WPSP after **November 23, 2015 except for New vehicle Launch requests, which will continue to appear in the WPSP until the WPP is launched**
- Part return requests created between **November 23 and December 6** will be temporarily held and will be visible to dealers in the WPP when it is launched **December 7**.
- Between **November 23 and December 4**, dealers should:
 - A. Process any remaining part return requests in the WPSP
 - B. Follow up on any warranty claims returned in SAGA due to a part check discrepancy
 - C. Continue to hold all warranty parts unless authorized for disposal via a *Parts Destruction and Core Disposition* (scrap) report
 - ▶ This report will continue to be published on Mondays during this period on My Dealership reports & Publications in AccessAudi
 - ▶ The **final *Part Destruction and Core Disposition* Report will be published December 7**
 - ▶ The above parts to be scrapped or returned for core between **November 23 and December 6** will also appear in the Scrap/Core tab at the launch of WPP **December 7**
- Claim documentation should be included when the part request process resumes

For questions or concerns, contact Audi Warranty at 866.677.2834 or email AudiWarranty@audi.com.