

Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-15-12

**Subject: Policies and Procedures Update to Accommodate
the New Warranty Parts Portal (WPP)**

Date: Dec 03, 2015

Dealers: U.S. (48 contiguous states only)

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective Calendar Date December 07, 2015

To accommodate the launch of the new Warranty Parts Portal (WPP), the Audi Warranty Parts Return Center Sections in Chapter 3 of the Audi Warranty Policies and Procedures are updated.

Sections 3.4.1 through 3.4.7 are attached; the changes are identified with gray highlights. Review the pages carefully; there are not a large number of updates however they are important. Becoming familiar with the updated processes will make the transition to the new WPP much simpler

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 Warranty Policies & Procedures Chapter 3 Updates

3.4 Warranty Parts Return Center Policy

3.4.1 Prepaid Freight for Warranty Parts Requested Program

The cost to ship all requested components, non-hazardous, HAZMAT, and engines and transmissions, to the WPRC is paid by Audi. FedEx labels and bills of lading are provided through the [Warranty Parts Portal \(WPP\)](#) for all requested parts.

It is the dealer's responsibility to ensure that requested warranty parts are shipped to the WPRC at the appropriate time using the [WPP](#). Parts should be shipped within the "order date" and "expiration date" for the shipment displayed in the [WPP](#). A FedEx label/bill of lading with the correct shipping address is provided for all requested parts.

Note: Warranty will not reimburse any shipping costs incurred by dealers if the prepaid freight program is used incorrectly.

Program inclusion for new dealers

The *program* requires that new dealers accomplish the following steps before requested parts can be shipped prepaid freight:

1. Contact the WPRC at audiwprc@audi.com. A separate FedEx account must be established for the program.
2. HAZMAT Requirements:
 - ▶ Complete the U.S. Department of Transportation (DOT) Hazardous Material training.
 - ▶ Fax or email the following documents to the WPRC:

Completed FedEx OP910

Current DOT Hazardous Material Training Certificate

Note: Forms can be obtained from an Audi Warranty Claim Specialist by calling 866-677-2834 or emailing AudiWarranty@Audi.com.

3.4.1.1 Parts not available for shipment

Requested parts that are not available for shipment to the WPRC, such as a part that has been lost on the highway, a part that was not installed during production, or a part retrieved by an authorized Audi representative or Audi employee, the following procedure applies:

- ▶ **DO NOT PRINT THE PREPAID SHIPPING LABEL.** Use the email link [for the requested part in the WPP](#) to notify the WPRC about this part and provide an explanation of "why the part is not available to send to the WPRC". Attach supporting documents such as Repair Order and/or a Warranty Part Release Authorization form.

3.4.1.2 Hazardous material

A hazardous material (HAZMAT) is a material that, in any quantity, poses a threat to life, health, or property. No person, individual, or company may offer or accept a hazardous material for transportation in commerce, unless the shipment complies with Hazardous Materials Regulations, including training requirements.

Refer to the most current U. S. Department of Transportation's Hazardous Materials Regulations (49 CFR) to determine if a part is considered hazardous.

Audi Warranty Policies & Procedures Chapter 3 Updates

It is the dealer's responsibility to obtain the federally mandated Hazardous Material Shipping Certification. Audi recommends that each dealer have at least 2 persons trained and certified to ship HAZMAT via ground and air transportation. Any entity that is certified by the U.S. Department of Transportation and IATA to train and certify shippers may be used. For example, Dangerous Goods International (DGI) is one such HAZMAT training provider.

HAZMAT parts requested

The following is applicable to United States dealers in the 48 contiguous states only.

HAZMAT part requests are identified in the WPP by a hazardous material icon on the requested SAGA ID and red striping when the request is expanded. Dealers who have their FedEx account certified by FedEx as *qualified* Hazardous Material Shippers will be able to retrieve the shipping label and hazmat documentation. Dealers who are not *qualified* Hazardous Material Shippers by FedEx will not be able to retrieve the label and hazmat documentation.

Non-qualified hazardous material shipper

A third party vendor will be dispatched to pack and ship any requested HAZMAT warranty parts from those dealers whose FedEx accounts are not identified as *qualified* Hazardous Material Shippers. A handling fee of \$450 per part will be charged to the dealer's parts account for this service.

If the requested HAZMAT part is not available when the representative from the third party vendor arrives at the dealership, the associated warranty claim will be debited.

Disposal of parts not requested by the Warranty Parts Return Center

It is the dealer's responsibility to properly handle and dispose of hazardous parts/materials not specifically requested by the WPRC. All such handling and disposal of hazardous waste should be done in accordance with the dealer's local and state laws, as well as all federal laws and regulations relative to hazardous waste.

3.4.1.3 Procedures for airbags, pyrotechnic seat belts, fuel tanks, and hydraulic/pneumatic parts

Airbags and pyrotechnic seat belts: Airbags or pyrotechnic seat belts must be disposed according to government-mandated health and safety standards if the component is not requested by the WPRC.

Fuel tanks removed from vehicles: When a fuel tank is replaced in a vehicle under warranty the fuel filler neck must NOT be cut off the tank. The tanks must be drained of fluids. This applies to all tanks sent to the WPRC.

Hydraulic and pneumatic parts: The connections/openings of all hydraulic and pneumatic parts must be closed immediately after removal. If the items are not closed as requested, the parts could be altered by corrosion.

3.4.1.4 Parts damaged during handling, shipping, or storage

All parts are to be shipped in the same condition as they were when the vehicle came to the dealership for repair. Parts damaged due to improper repair, handling, or shipment packaging will not be reimbursed. Parts damaged due to accidents, shipping, and handling are not warranty matters.

If a discrepancy claim arises from shipping loss or damage after the package is given to FedEx (if package is part of the

Audi Warranty Policies & Procedures Chapter 3 Updates

Prepaid Freight for Requested Parts Program), Audi will handle the discrepancy claim arising from the shipping loss or damage. If the loss or damage is the result of improper packaging by the dealer, the WPRC will work with the dealer to resolve the issue.

For proper packaging of warranty requested parts, see *Section 3.4.4 Packing parts requested by the Warranty Parts Return Center*.

Parts damaged during storage or when individual components are missing from the original container are not the responsibility of Audi Warranty. These claims should be referred to the facing PDC.

Audi reserves the right to cancel warranty claims resulting from part damage during shipping, handling, or storage, as well as parts that cannot be tested or defects that cannot be verified due to these damages.

3.4.2 Warranty part retention, part storage, and claim follow-up

3.4.2.1 Part retention

All warranty parts displayed on the **Warranty Part Disposition Retention** tab in the WPP must be retained at the dealership until they appear on the **Warranty Part Disposition Scrap/Core** tab.

Exceptions:

- ▶ **Maintenance parts:** Parts removed during maintenance services, usually considered consumable parts (such as oil), need not be retained and are not included in the Report.
- ▶ **Transportation 9T1 parts:** Parts removed due to transportation damage. See *Section 5.2.1 Document and parts retention* for the parts retention period required by the transportation carrier.
- ▶ **Warranty audit:** If a warranty audit is scheduled, the dealership must retain all warranty parts, including parts for paid claims and parts listed on the **Warranty Part Disposition Scrap/Core** tab in the WPP from the date dealership management is advised of the scheduled audit until the Warranty Auditor informs dealership management to scrap all retained warranty parts. **Any part requested by the WPRC must always be shipped to the WPRC immediately and not be retained by the dealership.**

3.4.2.2 Part storage

All parts must have a part's tag attached during storage identifying the repair order number and date of repair. The parts must be stored in a secure area within the dealership, accessible only by authorized personnel. Stored warranty parts must be organized for easy retrieval when parts are requested for submission to the WPRC or requested for inspection by Audi.

A 10-bin system is required for parts storage and retention, using the last digits of the repair order for filing. Audi representatives must have access to the workshop tools and testing equipment for parts inspection and function testing.

Audi Warranty Policies & Procedures Chapter 3 Updates

3.4.2.3 Claim follow-up

Effective December 7, 2015:

Audi will provide an evaluation result for each warranty part requested in the WPP. If a claim is declined in the WPP because supporting documentation is not supplied, or the repair is not within warranty guidelines after the part evaluation, the dealer has 14 calendar days to respond by appealing in the WPP. If a requested part(s) is not received at the WPRC or the dealer fails to respond to the declined claims through the WPP, these claims will move to “To Be Debited Status” after 14 calendar days.

Audi will process a full debit of the warranty claims when the WPP Part Review Status request reaches “To Be Debited.” These claims will transfer from the Dealership’s Reimbursed tab to the Cancelled tab in SAGA and will appear as a debit on the next audit trail following the transfer. Cancelled claims are not eligible for resubmission without prior approval from the WPRC. Use the email functionality available through the WPP, of the original part return, to request claim resubmission approval.

When a warranty part with a core value is requested through the WPP, the dealer will be reimbursed the core value amount through the weekly audit trail after part validation at the WPRC. A denied part with core value is automatically returned to the dealer, and the dealer may be charged (via FedEx third party billing) for the shipping cost incurred to return that part.

3.4.3 Documentation to accompany requested parts

The WPRC must receive the following required documentation with all requested parts as applicable. The documentation information is required to meet government reporting and supplier recovery requirements. Any parts received without the required documentation may result in the reversal of the warranty payment.

Warranty Parts Return Document

The Warranty Parts Return Document must be attached to the part(s). Only an original may be submitted; copies are not acceptable.

Repair Order

A copy of the Repair Order with technician notes, punch times, and any additional documents to support the warranty claim must be attached to the part(s).

VAS 6150/6160 Printout

If there is a MIL illuminated, or if the VAS 6150/6160 is used for diagnosis, the printout must accompany the requested part.

- ▶ Model year 2003 and prior requires a copy of the self-diagnostic printout.

Audi Warranty Policies & Procedures Chapter 3 Updates

- ▶ Model year 2004 and forward requires a copy of the GFF diagnostic printout. The requirement to include a printed copy of the GFF diagnosis log with the part is based on availability of the log in the GFF Paperless application.
 - a. **If it is confirmed by the dealer that the GFF diagnosis log** displaying the fault codes associated with the requested warranty part **is available in the GFF Paperless application**, it is not necessary to include a printed copy of the GFF diagnosis log when returning a part.
 - b. **If the GFF diagnosis log is not available in the GFF Paperless application**, a complete printed GFF diagnosis log (not the short form) displaying fault codes must be returned with the part.

It is critical to ensure that the appropriate GFF log(s) appears in the GFF Paperless application before a decision is made to send requested parts to the WPRC without attaching a paper copy of the GFF diagnostic log(s).

Note: If a printer is inoperative and a printout cannot be obtained, state this fact in the claim comments. Include the printer repair documentation (when available), and include the Repair Order, signed and dated by the **Service Manager**, with precise handwritten fault codes.

Diagnostic worksheets

When a diagnostic worksheet is required for a repair, the worksheet must be submitted along with the requested part. These include, but are not limited to:

- ▶ *Brake Disc/Pad Measurement Form* required for all brake repairs
- ▶ *Automatic Transmission Report* required for all ZF, DSG and Multitronic transmissions
- ▶ *Audio Diagnostic Sheet* required for all radios, CD players/changers, amplifiers, and speakers.

Shipping Request

If an authorized Audi representative or employee requests a part to be shipped to the WPRC, a Shipping Request will be added to the WPP.

Warranty Part Release Authorization form

If an authorized Audi representative or employee needs to remove a part from the dealership, a completed Warranty Part Release Authorization form must be received by the dealership before releasing the part. The completed form must be attached to the appropriate repair order.

3.4.4 Packing requested parts

Important: Shipment of all hazardous parts is illegal unless the shipper is HAZMAT certified. Once certified all Federal and State laws must be followed.

- ▶ **Attach the Warranty Parts Return Document** from the **WPP** to the requested part. Requests with multiple parts may carry over to a second page.
- ▶ **Attach all applicable documentation** to the requested part.

Audi Warranty Policies & Procedures Chapter 3 Updates

- ▶ **Pack in the original box.** If the original box is not intended to be used as a stand-alone shipping box, it must be placed in a proportionately sized outer box and protected using bubble wrap or other type of packing material that is suitable to withstand transit handling by the transporter.
- ▶ **Pack a separate box** for each part request claim (parts pertaining to one claim in one box, using one shipping label).

Packages arriving at the WPRC with damages sustained during shipping due to improper packaging may be refused by the WPRC.

Damaged and/or contaminated parts make it impossible to establish valid test results. For example, windshield wipers may not be taped or wired together.

Do not attach paperwork to the part in any way that may damage, mar, bend, cut, warp or contaminate the part, or the part may be considered damaged by outside influence.

Take special care with fuel injection components, sensitive electronic components, instruments, and air conditioning components. These components must be returned complete, as supplied by the vendor, with all the protective caps, plugs, covers, levers, etc. in place.

3.4.5 Warranty part retention at the WPRC

A part found with a discrepancy/missing documents will be placed in retention in the WPRC for a maximum of 14 calendar days after the claim is “declined” in the WPP.

If there is no response from the dealer regarding declined claims, these claims will move to “To Be Debited” status after 14 calendar days and Audi will process full debit of these claims.

3.4.5.1 Core charges

When the warranty part is listed on the Warranty Part Destruction and Core Disposition Report, a part with core value should be returned to the PDC. When a cancelled (denied) claim includes a core value part, the part is always returned to the dealer.

3.4.6 Warranty parts returned from the WPRC

- ▶ If a dealer appeals a declined claim, and the response provided is not acceptable to the WPRC, the dealer may request the part be returned to the dealership by using the email link for the requested part in the WPP.
- ▶ If the claim cancellation is fully cancelled in SAGA, the dealer has 7 calendar days from the date of the audit trail displaying the claim debit to request, by email, the part be returned.
- ▶ If the email request for the part return is not received, the part will be scrapped unless it has a core value, in which case it will be returned to the dealer automatically. Previously reimbursed core values for the part will be debited through the weekly audit trail.
- ▶ The cost of returning any part to the dealer may be at the dealer’s expense, via FedEx third party billing.

Audi Warranty Policies & Procedures Chapter 3 Updates

3.4.7 Scrapping parts

It is the dealer's responsibility to scrap warranty parts after they are listed on the Warranty Part Disposition Scrap/Core Tab in the **WPP**, excluding parts with an exchange core value, which must be returned to the PDC.

Note: if a warranty audit is scheduled, parts must be retained. See *Section 3.4.2.1 Part retention*.

All scrapped parts must be **destroyed** in such a manner as to render them useless for their intended purpose or for the purpose of repairing similar components.