

Warranty Information

Warranty Communication

Subject: Audi 2nd Delivery Reimbursement

Number: AWC-15-27

Date: Oct 01, 2015

U.S., Puerto Rico Dealers

This document conveys General Information from Audi Warranty

Audi is bringing back the 2nd Delivery service with reimbursement. The service is applicable to MY2015 and MY2016 NEW vehicles. An announcement letter from Joe Rood, General Manager Audi Service Operations, and Robert Lecznar, General Manager Audi Warranty is being communicated today.

To follow is the information needed to submit a claim in SAGA.

Reimbursement

Reimbursement is applicable to vehicles beginning sale date October 1, 2015, and continues until Audi After Sales and Audi Warranty communicate an end date. Both MY2015 and MY2016 new vehicles are included in the service. It is important to complete the 2nd Delivery service within 90 days of sale in order to receive the one-time reimbursement per VIN of 50 time units.

Claim Processing

When the service is completed a claim for reimbursement should be entered in SAGA. Claim comments must include "2nd Delivery service performed".

Coding

Claim Type:	1SP
Service no.:	BPDI
Time Units:	50
Labor operation	01109999

Questions about the 2nd Delivery information detailed here may be directed to Audi Warranty 866.677.2834 or AudiWarranty@audi.com.



October 1, 2015

Dear Colleagues,

We all have the same goal of helping our customers maximize the benefits of their new Audi. Many of the key learnings and questions occur while actually driving the vehicle on a daily basis. To provide learning support to customers we are again offering 2nd Delivery service reimbursement. The service will provide reimbursement of 50 time units for every 2nd Delivery service the dealership completed.

Please be sure to offer every customer the opportunity to call you, checkout the tutorials at audiusa.com/technology, or even call the National Technologist hot line at (855) 750-TECH (8324). Use the 2nd Delivery Handout (BR-12-632-US at the Brand Store) and give it to the customer with your contact information to arrange an appointment.

Audi of America encourages you to set up the customer's 2nd Delivery at their convenience by performing it at their home or office, the dealership, or any other place that works best for them. Then, after completing the 2nd Delivery, simply submit a SAGA claim for reimbursement of 50 time units as our support for your efforts.

Thank you.

Joe Rood
General Manager, Service Operations

Robert Lecznar
General Manager, Audi Warranty

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