

Warranty Information

Warranty Communication**Number: AWC 16-07****Subject: 2nd Delivery Close & Conversion to New Vehicle Orientation****Date: Mar 07, 2016****To: U.S, Puerto Rico Dealers**

This document conveys General Information.
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The 2nd Delivery Reimbursement Program for new Model Year 2015 and 2016 vehicles sold comes to a close sale date March 31. Of course there is an additional 90 days to perform the 2nd Delivery service on these vehicles and submit the SAGA claim. The final date for claim submission is June 30, 2016.

Throughout the tenure of 2nd Delivery we have seen how important exceptional customer delivery and follow-up is to brand loyalty. Customers look to their dealerships for learning support, to provide coaching for technology features, and to offer guidance for web applications where they can learn more about Audi.

As Audi After Sales communicated early this year, beginning with the Model Year 2017 vehicles, *New Vehicle Orientation* is the year-round program which provides the learning support for customers. Using the service to build a relationship as well as consistency with customers is critical, especially with the change in maintenance intervals.

There is SAGA reimbursement for *New Vehicle Orientation*, 50 time units for each service performed. After the initial delivery, dealers have up to 120 days to submit a SAGA claim for completing the orientation. Claim coding details can be found in AWC 16-03 published in Audi Warranty Online/Bulletins & Communications.

Questions about claim coding for the program should be directed to Audi Warranty 866.677.2834 or AudiWarranty@audi.com

For additional information about the *New Vehicle Orientation* program, contact your AASM.