



# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA-17-08**

**Subject: Sales Preparation Program for New, Unused, Unsold Model Year 2015 Audi A3 2.0L TDI Vehicles in Dealer Stock**

**Date: Apr 11, 2016**

**Dealers: U.S., Puerto Rico**

This document modifies the Audi Warranty Policies and Procedures Manual.

New, unused, unsold Model Year 2015 Audi A3 2.0L TDI vehicles in dealer stock may require additional attention prior to retail sale.

To support dealers in preparing these vehicles for sale, and to ensure a positive customer delivery experience, Audi is offering a sales preparation program that allows dealers to prepare these vehicles before sale (within certain parameters).

## Service Instructions

Note that the information in this bulletin can also be found in Technical Service Bulletin 2047471: *Sales preparation program for new, unused, unsold MY2015 A3 TDI.*

### Step 1:

- ▶ Perform Campaign 23T4 emissions modification.
- ▶ Ensure IN-FORM tool is properly utilized for approved emissions modification. The IN-FORM tool can be accessed here: <https://tdi-inform.track360.com/>
- ▶ Not using the IN-FORM tool to properly document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

It is critical to ensure that all six components included in the 23T4 Emissions Recall Circular **Appendix A – Requirements for Vehicles within “New” Inventory** are applied to the vehicle. Please refer to the latest 23T4 Emissions Recall Circular for more information on the additional requirements.

### Step 2:

- ▶ Review/perform items listed below. Note that repair authorization is not required for these items.
- ▶ See *Inventory Vehicle Extended Inspection/Maintenance Form* (attached) for all required inspection items.

#### **REVIEW ITEMS**

- Perform vehicle detail
- Check and replace (if necessary) wiper blades
- Perform oil change with filter



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- Replace pollen filter
- Perform complete brake fluid flush
- Replace fuel filter
- Add diesel fuel (maximum \$12.00)
- Test battery using Midtronics Tester, replace if necessary
- Multi Point Inspection
- Test drive vehicle for 10 miles to check for other issues
- Ensure that *Inventory Vehicle Extended Inspection/Maintenance Form* is completed. The form must be completed and signed, and must remain with the vehicle repair order.

### Step 3:

- ▶ Review/repair the following components, if needed, based on the results of the test drive. Note that authorization to repair/replace these components is required before proceeding with the sales preparation services.
  - **Brakes:** If brake vibration/noise is present after road test, perform TSB 2022584. If necessary, replace brake pads/rotors on affected axle(s).
  - **Tires:** If tire vibration is present after road test, set all tire pressures according to the owner's manual based on customer requirements (normal vs. full load). Extend road test for an additional 10 miles at various speeds (as noted on *Inventory Vehicle Extended Inspection/Maintenance Form*) and re-check for vibration. Some tires require longer test drives to eliminate temporary flat spots. Raise the vehicle on a lift/hoist immediately after the test drive to check the balance and RFV before the tires cool down again. If vibration is still present, replaced affected tire(s).
- ▶ **To request authorization to repair/replace tire or brake components, send an email to [AudiWarranty@audi.com](mailto:AudiWarranty@audi.com) with supporting documentation for the replacement of brakes/tires.**
- ▶ **Dealers should be prepared to provide documentation of 30-day inventory maintenance services, as it may be requested.**

### Step 4:

- ▶ If additional issues related to improper vehicle storage/maintenance are found with the paint, wiring, or other components, it is the responsibility of the dealer to repair these items. Repairs for non-manufacturer defects will not be reimbursed.
- ▶ **Note that all vehicles must be inspected by a TFM before they are sold.**



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## Claim Coding

### For Step 1:

Claim according to Campaign 23T4 bulletin.

### For Step 2:

Claim Type:	9SP		
Service Number:	X130		
Damage Code:	0010		
Labor Operations:	Step 2 items <u>without</u> battery replacement	01010099	350 TU
	Step 2 items <u>with</u> battery replacement	01010099	390 TU
Fuel:	Outside material : FUEL	Up to \$12.00	
Parts (as needed) :	Wiper Blades Oil / Oil Filter Pollen Filter Brake Fluid Fuel Filter Battery	See ETKA for part numbers	

### For Step 3:

Claim Type:	9SP	
Service Number:	X132	
Damage Code:	0010	
Labor Operations:	See ElsaPro for applicable labor operations. Note that labor operations for diagnosis and/or test drive are not permitted.	
Parts (as needed)	Outside material : TIRES	Must be identical to original
	Brake pads/rotors	See ETKA

Questions or concerns may be directed to Audi Warranty at 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.

# Inventory Vehicle Extended Inspection/Maintenance Form

Stock Number:

Dealer Number:

R.O. Number:

VIN Number:

Mileage In:

Mileage Out:

## Technical Inspection – Pre-Test Drive

- Transport mode deactivated
- Campaign 23T4 (including Appendix A) must be performed
- Check vehicle interior condition
- Visual inspection of vehicle body
- Check and adjust tire pressure to specification
- Check engine oil level
- Check fluid level (brakes and coolant)
- Check and adjust wheel bolt torque, if needed

## Road Test – 10 Mile Minimum

- During road test, add diesel fuel (up to \$12.00)
- Drive vehicle to check for potential tire flat spots
- Observe proper driving characteristics of vehicle (look for noise, vibration, pulling)
- If, after 10 miles, abnormal driving characteristics are still present, extend test drive for additional 10 miles

## Technical Inspection – Post-Test Drive

- Perform battery test with midtronics. Keep battery test results with repair order.
- Visually inspect vehicle undercarriage (brake lines, exhaust, steering, bushings)
- Check for debris and clean plenum area, under hood, and sunroof drains
- Perform all outstanding campaigns/updates
- Perform other items listed under REVIEW ITEMS (wipers, pollen filter, etc.)

I certify that all operations have been completed and that this vehicle has been prepared in accordance with Audi procedures and quality standards. (Attach this checklist to the repair order).

- All product updates have been checked - Dealer
- 30-day maintenance process has been re-initiated (if vehicle is returning to dealer stock)

Technician Signature:

Date: