



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-17-09

Subject: In-Service Date Processing for New, Unsold Model Year 2015 Audi 2.0L TDI Vehicles in Dealer Stock with Over 1,000 Miles

Date: Apr 13, 2016

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

It has been identified that some Model Year 2015 Audi 2.0L TDI vehicles in dealer stock have over 1,000 miles and have never been delivered. Without an in-service date for these vehicles, Campaign or Sales Preparation Program (Step 2) SAGA claims cannot be processed.

To support dealers with these vehicles, the following in-service date process has been established:

1. Perform Step 1 (23T4 Emissions Recall and utilize the IN-FORM tool) and Step 2 (Mandatory Sales Preparation Services) of the Sales Preparation Program.
2. Perform any other open Recalls or Service Actions.
3. Upload the repair order with the 23T4 Emissions Recall and any other Recalls or Service Actions performed to *Audi Warranty Online > Operations > Doc-IT*.
 - a. Enter **TDI Sales Prep** into the Doc-IT Claim Number box to expedite the processing of the in-service date (example below).

Add document	Doc-IT	Archived
Add document		
RO number*:	TDI Sales Prep	
VIN*:	12345678912314567	
Attachment*:	Browse... Audi Pro Brochure_v3.pdf	
	Browse... No file selected.	
> Send		
> Save entry		

4. Upon receipt of valid documentation, Audi of America, Inc. will process an in-service date of 04/10/2017 for all Model Year 2015 Audi 2.0L TDI vehicles in dealer stock with greater than 1,000 miles.
5. Validate that the in-service process has been initiated and a date is displayed in Elsa; this should occur approximately 48 to 72 hours after the repair order has been uploaded in Doc-IT.
6. Submit the Recall claim(s) and Sales Preparation Step 2 claim into SAGA for reimbursement.
 - a. With the vehicle now active with an in-service date, the Recall(s) must be submitted in SAGA with a 710 claim type and the mandatory sales preparation services (Step 2) must be submitted with a 1SP claim type.

AoA will only provide reimbursement for the 23T4 Emissions Recall (Step 1 of the Sales Preparation Program) and Mandatory Sales Preparation Services (Step 2 of the Sales Preparation Program).

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.