



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-17-07

Subject: Model Year 2018 Q5 Launch Allowance Program

Date: March 22, 2017

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective: March 22, 2017

During the launch of the all-new Model Year 2018 Q5, authorized Audi dealers must participate in the Model Year 2018 Q5 Launch Allowance Program. During the launch period:

- ▶ A Technical Assistance Center (TAC) ticket must be created **prior to any repair related to the Model Year 2018 Q5**, and each ticket must include diagnostic logs and a detailed summary for each customer concern.
- ▶ The ticket must be activated by calling the TAC for further instructions; the case number assigned must be recorded on the repair order.
- ▶ The concern must be corrected after authorization.
- ▶ Findings must be reported to close the TAC ticket.
- ▶ Part(s) replaced under warranty **and** requested by the Warranty Parts Return Center (WPRC) must be sent to the WPRC (use the Audi Prepaid Freight Program) within 48 hours after completing the repair.

Warranty reimbursement for the Launch Allowance Program begins with the arrival of your first Model Year Audi 2018 Q5 and continues until Audi Product Support communicates an end date to dealers.

Routine maintenance and PDI services do not require prior authorization or a TAC ticket and are excluded from the launch allowance program; however, the described launch procedures must be followed for warranty defects discovered during PDI.

Claim processing/reimbursement/shipping parts

The launch allowance program is applicable per customer concern, and multiple concerns may appear on each repair order; however each concern must be a separate line on the warranty claim. The launch allowance claim must be submitted separately from the warranty claim for the repair.

A single warranty claim for the appropriate number of time units for each repair line may be submitted. Time unit allocation for reimbursement follows:

- ▶ 60 TU: For opening and closing the TAC ticket. (30 TU for opening and 30 TU for closing the ticket.)
- ▶ 40 TU: For sending the replaced part(s) to the WPRC within 48 hours after repair completion.

Note: When the customer concern is resolved without part(s) replacement, the requirement to send the replaced part(s) to the WPRC is void; thus only the 60 time units for opening and closing the TAC ticket may be submitted for reimbursement.



Warranty Policies and Procedures Bulletin

Claim submission information:

| | | | |
|---|--|--------------|------|
| Claim Type | 9SP/1SP | Service No. | ALAP |
| Damage Code | 0011 | Removed Part | 002 |
| Causal - Outside LO Number | ALAP1600 Audi launch allowance program | | |
| \$ Amount = Dealer Warranty Labor Rate x the appropriate time units (60 or 100) | | | |

If the TAC ticket is not closed and/or parts are not sent to the WPRC within 48 hours, the dealer will be debited 30 time units and/or 40 time units respectively.

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.