



Warranty Communication

Audi Warranty

Number: AWC-17-20

Subject: AoA Warranty Extensions Simplified Process

Date: May 22, 2017

Dealers: U.S., Puerto Rico

This document conveys general
Warranty information.

Effective: May 22, 2017

The process to identify and validate warranty extensions initiated by Audi of America has been simplified!

It is no longer necessary to contact the Customer Experience Center to verify an extension. Instead, Service personnel will see Warranty Extension Key U99 - *see Auwarnty Warranty Extension Report*.

The report is located in My Dealership Reports & Publications on iAudi.

Instructions on how to navigate to this report are attached.

Questions or concerns may be directed to Audi Warranty at 866.677.2834 or AudiWarranty@audi.com.



Dealer Warranty Extension Report Tutorial

The “AUWARNTY – Warranty Extension Report” is an “at a glance” view of all the active and valid warranty extension as of a given day.

- ▶ The report provides full transparency of all active warranty extensions to the individuals that can address customer warranty concerns in a timely manner.
- ▶ The report is created on the 2nd business day of each month and contains data current as of the previous day.
- ▶ To search for a specific VIN press the “Ctrl” and “F” keys simultaneously on the attached keyboard, in the “Find” popup window enter the VIN and press “Enter” on the keyboard.
- ▶ Rows highlighted in Red designate expiration of the extended warranty period.

The report will contain the following fields of information:

- ▶ VIN – from Listen extended warranty screen
- ▶ E-Number – from Listen extended warranty screen
- ▶ End Date – warranty end date from Listen extended warranty screen
- ▶ End Miles – warranty end miles from Listen extended warranty screen

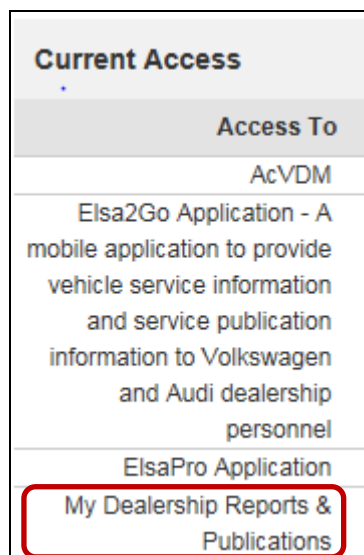
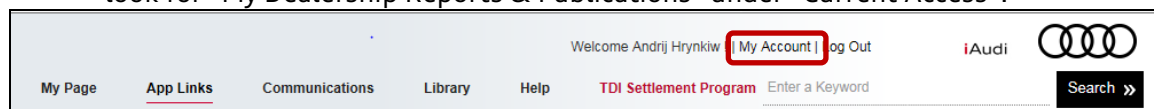
The resulting file will be in PDF format

- ▶ This file will be posted to My Dealership Reports and Publications on a Monthly basis for all to self-serve E-Numbers
- ▶ The report will be accessible by dealers via iAudi

Accessing the Reports

***Note:** To access the reports, users must have the My Dealership Reports and Publications role. The dealership Extranet Administrator can assign this role as needed.

- ▶ Reports can only be accessed through the Internet Explorer browser.
- ▶ To view the roles assigned to your profile, log in to **iAudi**, click on “MyAccount” and look for “My Dealership Reports & Publications” under “Current Access”:



To access the e-number report, please follow the steps below:

- 1) Log in to **iAudi** at <http://www.iaudiportal.com>



Welcome to
iAudi **AccessAudi** [Français](#)

Sign In

User ID

Password

[Forgot Password](#)

[Submit](#)

New Users Register

New users must register to create their iAudi AccessAudi.com UserID and password.

New dealer user registration : [Register](#)

New corporate user registration : [Register](#)

Audi customers and enthusiasts:
www.audiusa.com
www.audicanada.ca

Learn more about **iAudi** **AccessAudi**
[iAudi Overview](#)
[AccessAudi Overview](#)

2) Under “App Links” click on “Track Progress” then “My Dealership Reports – Service” or “Today’s Reports”

My Page **App Links** Communications Library Help

Academy
Academy site CRC
Audi Academy Video Portal
Audi Vets-to-Techs Program

Audi Connect
AcVEM myAudi Key User Verification tool
Audi connect Information
Audi connect SIM Management
myAudi Combined Owner Registration

Financial Services
AFS Dealer Extranet
Lost and Misplaced Invoices
Wholesale DAS

Marketing
AfterSales MOC
Audi Brand Store
Audi Dealer Marketing Center
Audi Dealer Website and Digital Marketing
Audi collection
Stationery Ordering Site

Track Progress
Audi Dealer V.I. Program
Audi Insight
Audi Lead Intelligence
Audi Magna Society
Audi Project Tracker
Claim Inspector
Customer Information Intelligence
Dealer AfterSalesIQ
Dealer Business Intelligence
Dealer Site Viewer
ISS Scorecard
Market Masters Online
My Dealership Report and Pub
My Dealership Reports - Operations
My Dealership Reports - Parts
My Dealership Reports - Sales
My Dealership Reports - Service
PCLK Loyalty Dashboard
Parts & Accessories Bonus Portal
Service Capacity Tool
Service IQ
Standards Management System
Today's Reports

Vehicle Sales & Cpo
Audi Ascent
Audi Certified pre-owned
Audi Corporate Sales Programs
Audi Incentive Claims Portal
Audi Incentive Portal
Audi Sales Tracker **New!**
Audi exclusive
Checkpoint Reporting (CRS)
Group Vehicle Logistics Website
OMD Web
Owner In Waiting Communications
Port of Halifax

3) Click on AUWARNTY – Warranty Extension Report link

My Dealership Reports and Publications

Reports For: 405a40 | [HELP](#)

FOLDERS

- Today's Reports
- Parts
- Service
- Operations
- Vehicle Sales Incentive Reports
- Courtesy Delivery
- Vehicle Sales Incentive Audit Reports
- Vehicle Invoice
- Courtesy Delivery Packages
- POLK Dealer Loyalty Dashboard Reports
- Allocation
- Network Development

View By:

Date Range: From: MAY 13 2016 To: MAY 13 2016

Report Name: All

Search For: --Select--

[Go](#)

	A16AFSA1 Q3 2015 CPO AFS Audit	3 PGS MAY 13, 2016
	A16UDLRA Daily Performance Bonus Report	1 PGS MAY 13, 2016
	ADLRCLM Audi Claim Verification Report	12 PGS MAY 13, 2016
	ADMDSR Daily Performance Bonus Report	1 PGS MAY 13, 2016
	AU3DIGUS 3 Digit ID Ownership	20 PGS MAY 13, 2016
	AUWARNTY – Warranty Extension Report	1 PGS MAY 13, 2016

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4) The Dealer Warranty Extension Report will display in two column format:

AUWARNTY
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Warranty Extension Report
03/23/2017



For questions contact Audi Warranty at 1-866-677-2834

VIN	E-NUMBER	END DATE	END MILEAGE
WAUKGAF3BA133289	E040051	2/24/2017	56,483
WAUVVAFR0AA058511	E039831	2/24/2017	91,396
WAUKEAFM1CA047382	E040049	2/26/2017	53,451
WAUBGAF9DA114636	E040052	3/1/2017	48,996
WA1LFAFP9CA045470	E039995	3/11/2017	74,876
WAUKEAFM7CA104992	E037857	3/11/2017	62,001
WAUFGAFC4CN110941	E040078	3/14/2017	50,000

VIN	E-NUMBER	END DATE	END MILEAGE
WAUKGAF3BA133289	E040051	2/24/2017	56,483
WAUVVAFR0AA058511	E039831	2/24/2017	91,396
WAUKEAFM1CA047382	E040049	2/26/2017	53,451
WAUBGAF9DA114636	E040052	3/1/2017	48,996
WA1LFAFP9CA045470	E039995	3/11/2017	74,876
WAUKEAFM7CA104992	E037857	3/11/2017	62,001
WAUFGAFC4CN110941	E040078	3/14/2017	50,000

Reading the Reports

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3 03/31/2017

4 For questions contact Audi Warranty at 1-866-677-2834

1. Report program identifier
2. Report title
3. Date that the report was created
4. Warranty contact information

► Fields

VIN	E-NUMBER	END DATE	END MILEAGE
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Field	Definition
VIN	The vehicle identification number associated with the warranty extension.
E-Number	The warranty extension number required by a dealer in order to get a warranty claim processed and paid.
End Date	The date that the warranty expires. Usually the last day of the extended warranty period. Vehicles requesting service up to and including this date are still under warranty.
End Mileage	The mileage at which the warranty expires. If the number of miles on the vehicle is less than or equal to the End Mileage on the report the vehicle is still under warranty.