

**New 2015 2.0L TDI Vehicles
Communication Toolkit for Dealers
April 14, 2017**

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Audi of America, Inc. • 2200 Ferdinand Porsche Dr. • Herndon, VA 2017

Subject: New MY15 2.0L TDI Vehicle Sales Communication Toolkit

Dear Dealer Partners,

As noted previously, we have secured regulatory authorization to begin sales of MY15 TDI vehicles that have undergone an Approved Emissions Modification. To make the process as simple as possible, we have created the following Communications Toolkit for your navigation. Inside this package are the steps that need to be completed in order to ensure that the affected vehicles are brought to sale readiness.

Audi of America

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www.audiusa.com

This package contains the following information:

- ▶ A copy of the official Approved Emissions Modification Recall (23T4)
- ▶ A process roadmap which provides the seven steps to ensure “Sales Preparation” success
- ▶ Complete details of required compliance materials that must be included with the sale of an affected vehicle
- ▶ A collection of dealer retail support programs to assist with the sales of these vehicles

We believe that these tools will streamline the necessary Approved Emissions Modification activity and mitigate any confusion regarding the process. If you have any additional questions, please contact your Audi of America field support team.

Thank you for your continued support, effort and partnership as we complete this important milestone.

Sincerely,

Audi Operations

Official Approved Emissions Modification Recall (23T4)

Emissions Recall

Code: 23T4

REVISION

Subject	2.0L TDI Engine (GEN 3) Emissions Control Software – <u>USA ONLY</u>
Release Date	April 10, 2017
Revision Summary	Additional steps added for New inventory sales requirements.
Affected Vehicles	U.S.A.: 2015 MY Audi A3 2.0L TDI <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show “open.”✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	The Environmental Protection Agency and California Air Resources Board have determined that Audi A3 vehicles equipped with a 2.0L 4-cylinder TDI engine do not comply with applicable emissions regulations. The emissions control systems on the vehicles will not control emissions under off-cycle conditions as effectively as during the federal test procedure. The extent of the emissions increase under off-cycle conditions depends upon how the vehicles are driven.
Corrective Action	Install updated emissions control system software, install a TDI Emissions Modification – Proof of Partial Completion Label and install a Supplemental Vehicle Emissions Control Information Label. If the vehicle has been modified by the customer prior to receiving the emissions modification in a manner that may yield a non-compliant emissions system (for example, removal of a catalyst, installation of parts that impact emissions or emissions-related parts, or modifications to the ECU or computer software of the vehicle), Audi may not be able to perform the emissions modification until the customer corrects such modification.
Code Visibility	On or about January 12, 2017, this campaign code showed open on affected vehicles in Elsa. On or about January 12, 2017, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Owner Notification	Owner notification took place in January 2017.
Emissions Campaigns Requirements (CALIFORNIA ONLY)	The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at www.accessaudi.com .
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. Fill out and affix the appropriate TDI Emissions Modification – Proof of Partial Completion Label and the appropriate Supplemental Vehicle Emissions Control Information Label after work is complete. Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.

Service Number	23T4
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	8V
	*Perform software update, install TDI Emissions Modification – Proof of Partial Completion Label and install Supplemental Vehicle Emissions Control Information Label. Labor operation: 2360 25 99 75 T.U. <i>*Labels are sent free of charge. They cannot be charged to this campaign.</i>
FOR NEW VEHICLE INVENTORY VEHICLES ONLY – MUST BE CLAIMED ON A SEPARATE LINE – <u>DO NOT PUT ON CAMPAIGN CLAIM</u>	
Monroney Process Claim Coding (Work steps from Appendix A)	Claim Type: 9SP Serv #: 0183 – Campaign Related Inspection Damage Code: 0010 Damage Location: Null LOP #: 01830199 .20TU Causal Indicator: 01830199 <u>DO NOT PUT MONRONEY PROCESS CLAIM CODING ON CAMPAIGN CLAIM</u>

NOTE

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Parts

Quantity	Part Number	Part Description
1	03L 010 005 J	Supplemental Vehicle Emissions Control Information Label
1	CAMP TDI 2016_3A	TDI Emissions Modification – Proof of Partial Completion Label

Labels are sent free of charge. Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.

For any additional inquiries contact labelrequest@audi.com.

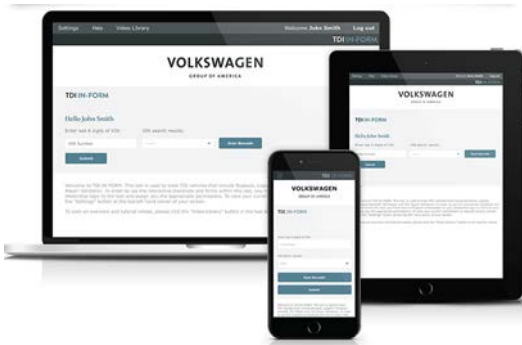
Required Tools



- VAS6150X – Diagnostic Tester (or equivalent)
- VAS5054X – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger



- Service Modification Validation Web App
- tdi-inform.track360.com

TIP

This web application is compatible with desktops, laptops, Apple and Android mobile devices running the most current versions of FireFox, Chrome, Safari, or Explorer as well as iOS 9+ on iPads and iPhones.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Emissions Modification Instruction

Section A - Check for Previous Emissions Modification

TIP

If the TDI Emissions Modification – Proof of Partial Completion Label (CAMP TDI 2016_3A) is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.


TIP

On the date of modification, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

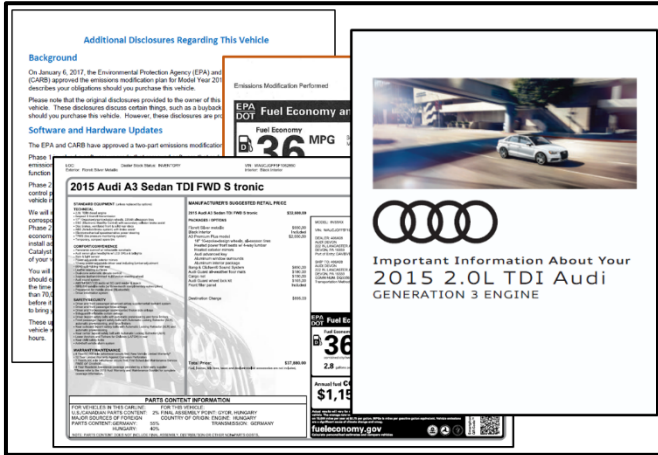
Serial number	Campaign/Action	Start	Designation	Repair date	Criteria	Campaign/Action Status
1	20R9	2012-07-10	S-SERV_ACT - "Diesel Fuel Only" Information	2012-07-31	02	Closed
2	23J9	2011-10-04	A-RECALL - Diesel Fuel Injection Lines		01, 02	Open
3	23O6	2015-04-07	S-SERV_ACT - ECM Software Update		01	Open

Example



- Check for other Open campaign actions <red arrow above>.
- Other Open campaign actions must be completed prior to releasing the vehicle to the customer.

Proceed to Section B



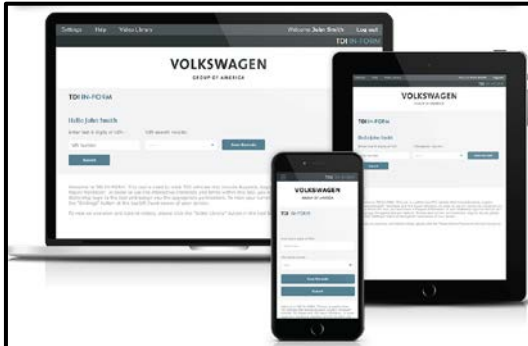
NOTE

Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW vehicles.

- For **NEW** vehicles, obtain VIN-specific and other necessary items according to Appendix A. Complete Appendix A in addition to this repair.

Section B – Emissions Modification Procedure



NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Settings Video Library Demo User Log out

VIN Entry Interactive Forms TDI IN-FORM

Description: 2015 Passat Sedan 4D SE TDI 14

Brand: Volkswagen	VIN: 000000000000000000	Transmission: Automatic	Repair Type: Gen 3
Dealer Name: Anytown	Dealer Code: N/A	Region: N/A	Area: N/A

Please select a form below to continue.

- Service Modification Documentation and Validation
 - Service Initiation Form
Status: Complete | Date: 12/20/2016
 - Service Modification Documentation Form
Status: Not Initiated
 - Service Modification Manager Validation Form
Status: Not Initiated
 - Service Delivery Confirmation
Status: Not Initiated

NOTE

RISK of Non-payment!

Ensure that the “check mark” <arrow> is present prior to beginning any work.

- Ensure the Service Initiation Form has a “check mark” <arrow>.
 - If the Service Initiation Form does not have a “check mark” <arrow>, immediately contact your Service Consultant to complete the initiation.
 - If “check mark” <arrow> is present, initiate Service Modification Documentation Form and continue work.

DO NOT proceed with any work unless you can initiate the Service Modification Documentation Form.

Proceed to Section C

Section C – Check for Pre-existing MIL ON Conditions and Vehicle Modifications



- Check for illumination of the MIL <arrow>.
 - If MIL is illuminated, STOP, obtain GFF diagnostic log, create an ATA ticket and contact the Audi Technicians Helpline.
 - If MIL is not illuminated, continue work procedure.

TIP

- ATA cases regarding MIL ON conditions require a GFF diagnostic log to be uploaded at the time of first contact.

- Check for vehicle modifications from original equipment.
 - If vehicle modifications from original equipment related to emissions components are found, STOP, create a VTA ticket and

contact the Volkswagen Technicians Helpline.

- If vehicle modifications from original equipment related to emissions components are not found, continue work procedure.

Proceed to Section D

Section D – Software Update Procedure

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**

NOTE

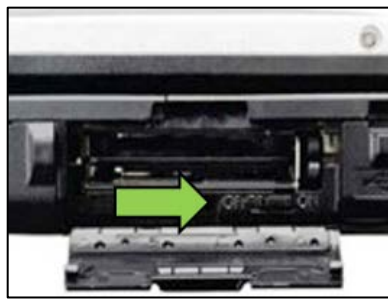
Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

⚠ WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

📘 TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

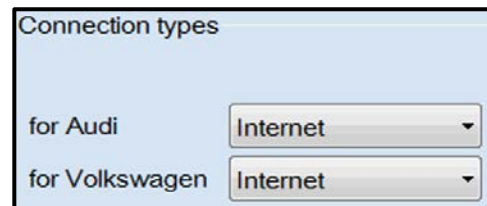
Things to check before starting Software Version Management (SVM):

- ✓ Verify your network connection through LAN by checking the connection icon (lower right of the home screen).

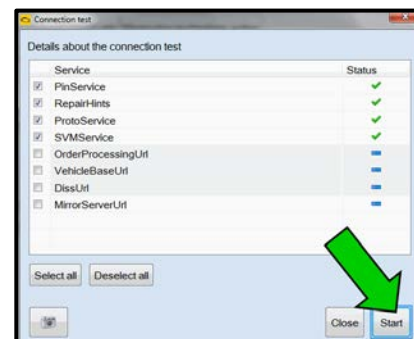


- ✓ Check the icon <arrow> within the ODIS software that you have a connection.

- ✓ Within the Connection Tab, verify that the Connection type(s) display "Internet" <as shown>.



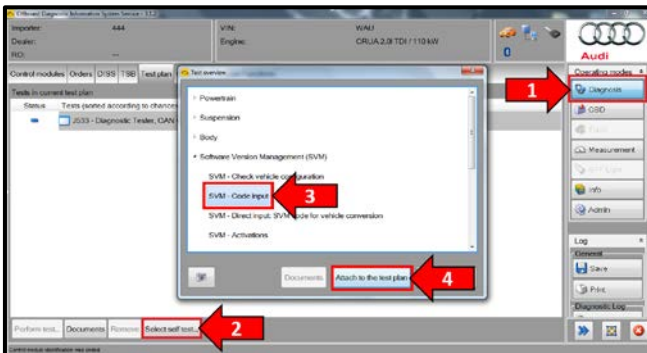
- ✓ Start a connections test <arrow> and verify that all connections pass.



- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.



- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

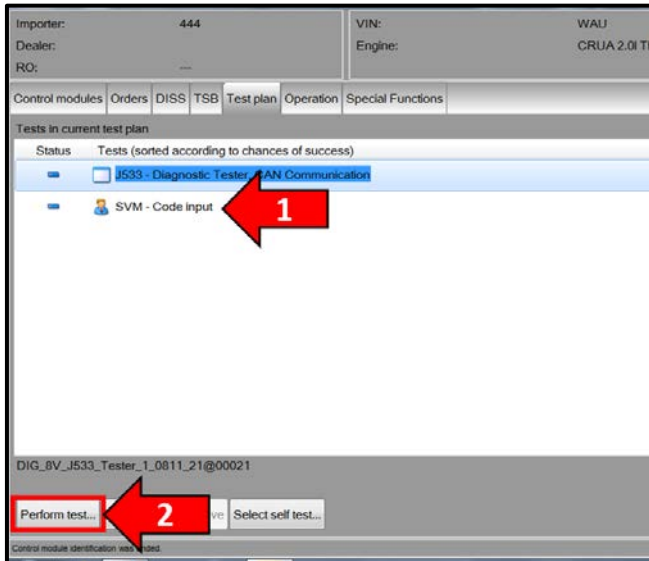


- Upon ODIS startup, select “Diagnosis” <arrow 1>.
- Select “Self Test” <arrow 2>.
- Select “Software Version Management”, then select “SVM Code input” <arrow 3>.
- Select “Attach to the test plan” <arrow 4>.

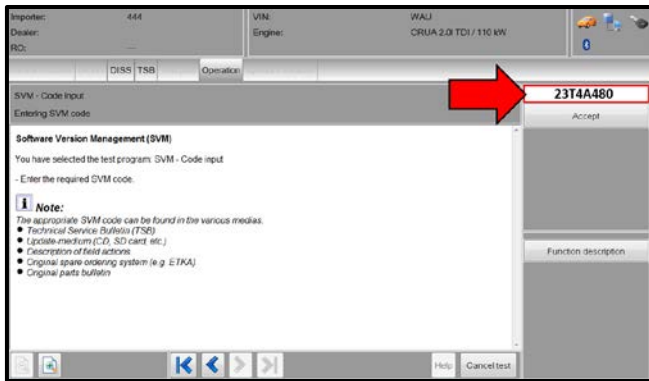
NOTE

RISK of Scan Tool Damage!

Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.



- From the Test plan screen, Select “SVM Code input” test plan <arrow 1>, then select “Perform test” <arrow 2>.
- Follow the on-screen prompts.



NOTE

*Using **Bluetooth** for this action is **PROHIBITED!***

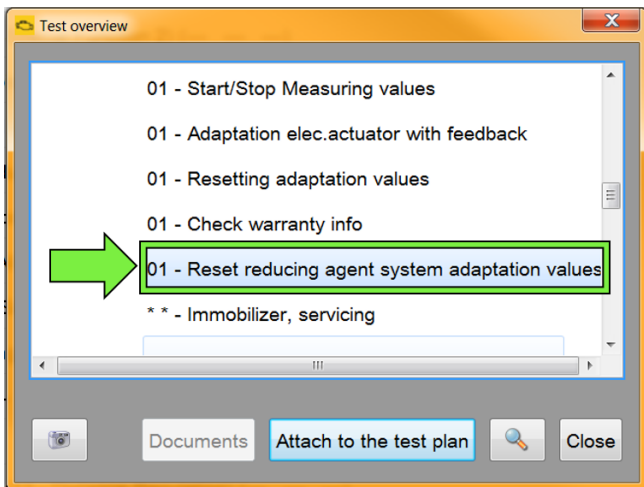
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter SVM code “**23T4A480**” <arrow>, then select “Accept”.
- Follow the on-screen prompts.

TIP

KESY Vehicles!

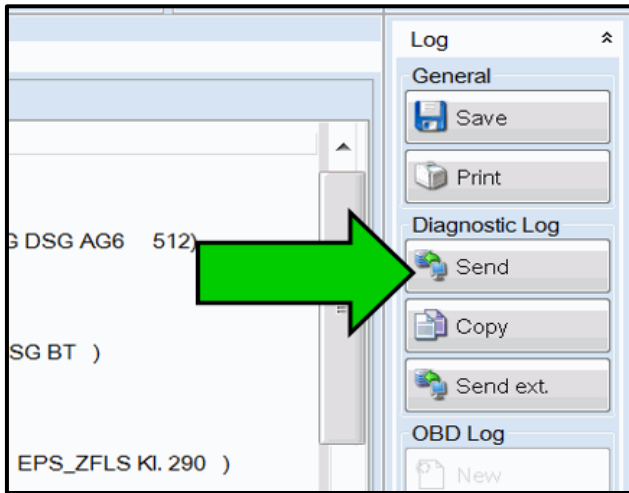
- Due to a weak key battery, it may be necessary to hold the key up to the reader coil during the ignition on/off process of the flash.
- Key(s) should always be left in the vehicle during the flash process.



NOTE

After flashing, the vehicle will not start due to adaptation values for reducing agent missing. Perform test plan to reset reducing agent adaptation values prior to attempting to start vehicle.

- Perform “Reset reducing agent system adaptation values” <arrow>.



- At the end of the diagnostic session, Select “Send” <arrow> and follow the prompt for sending the log on-line.

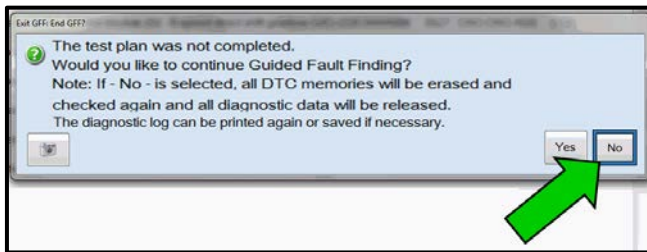
NOTE

RISK of Non-payment!

Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.

TIP

Technicians may find it helpful to also store the log on a USB stick for back-up.



TIP

When exiting GFF, it is important to select “No” <arrow>.

- Disconnect the VAS tester.
- Switch off and disconnect the battery charger.
- Reinstall the battery cover.
- Release the parking brake.

Proceed to Section E

Section E – Supplemental Vehicle Emissions Control Information Label

Install Supplemental Vehicle Emissions Control Information Label

VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2015 MY Diesel GEN 3				
Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.100 / 0.100	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.180 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01

03L 010 005 J

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Label must be installed in location shown.
- Photo documentation of label installed is required.



- Open the hood.
- Clean the surface where the label is to be installed <circle>.
- Install the Supplemental Vehicle Emissions Control Information Label, **03L 010 005 J**, in the location shown.

NOTE

DO NOT Cover existing VECI label!

New Vehicle Emissions Control Information (VECI) label MUST NOT be placed over original VECI label.

Proceed to Section F

Section F – TDI Emissions Modification – Proof of Partial Completion Label

Install TDI Emissions Modification – Proof of Partial Completion Label

TDI EMISSIONS MODIFICATION - PROOF OF PARTIAL COMPLETION	
RECALL CODE	GENERATION 3 – 2015 MODEL YEAR
DEALER CODE	<input type="checkbox"/> SOFTWARE UPDATE
REPAIR DATE	
DO NOT REMOVE CAMPTD2016_3A	B0000001

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Photo documentation of label installed is required.
- When affixing the label, keep in mind that in the future, a Phase 2 completion label will also need to be affixed at a later date alongside this Phase 1 completion label.

- Clean the surface next to the Vehicle Emission Control Information Label where the TDI Emissions Modification – Proof of Partial Completion Label is to be installed.
- Fill out and affix TDI Emissions Modification –Proof of Partial Completion Label, part number **CAMP TDI 2016_3A**.

! NOTE

Place the label next to the Vehicle Emission Control Information Label.

- Apply clear overlay (provided).
- Close the hood.

Proceed to Section G (California only)

Proceed to Section H (All States without California)

Section G – California Only Requirements

CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

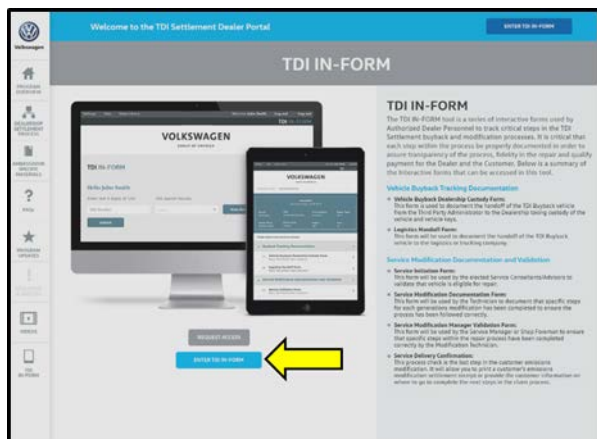
The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

i TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

Proceed to Section H

Section H – Service Modification Documentation Requirements



Job Roles Summary:

- *Service Consultant – Initiates validation tool.*
- *Service Technician – Completes service modification requirements.*
- *Manager – Validates the modification was properly completed.*
- *Dealer Representative/Cashier – Prints receipt, fuel economy label and delivers to customer.*
- *Warranty Administrator – Enters claim into the SAGA system.*

TIP

To access the interactive forms go to the TDI Settlement Program microsite on vwhub.com. Then Select the “TDI IN-FORM” Button from the lower left side of the microsite navigation.

- Enter the “TDI IN-FORM” tool <arrow>.
- Enter the VIN for the vehicle that requires documentation.

TIP

The VIN can be manually typed in or using an iPad or iPhone running iOS 9+, the camera can be used to scan the VIN Barcode.

Please note ambient lighting, camera quality, etc. may impact the effectiveness of the VIN scanning feature.

Settings Help Video Library Welcome John Smith Log out
TDI IN-FORM

VOLKSWAGEN
GROUP OF AMERICA

TDI IN-FORM

Hello John Smith

Enter last 8 digits of VIN: 00000000000000000000 VIN search results: 000000000000000000 - 2013 P

Submit

Scan Barcode

Welcome to TDI IN-FORM. This tool is used to track TDI vehicles that include Buyback, Logistic Transport Handoff, TDI Repair and TDI Repair Validation. In order to use the interactive checklists and forms within this tool, you must have a Program Ambassador at your dealership login to the tool and assign you the appropriate permissions. To view your current permissions or request access, please click the "Settings" button at the top left hand corner of your screen.

To view an overview and tutorial videos, please click the "Video Library" button in the tool bar above.

TIP

After the VIN has been entered, the system will automatically validate that it is a TDI VIN. This will be indicated by a green check mark that will appear next to the VIN.

- Validate the VIN is correct for the vehicle, then click the "Submit" button <arrow>.

Settings Help Video Library Welcome John Smith Log out
TDI IN-FORM

VOLKSWAGEN
GROUP OF AMERICA

Enter VIN to Start: Interactive Forms

Description:
2013 Passat Sedan 4D SE TDI 14

Brand:	VIN:	Transmission:	Repair Type:
Volkswagen	000000000000000000	Automatic	Gen 2
Dealer Name:	Dealer Code:	Region:	Area:
Anytown Dealer	000000	NER	1A

Please select a form below to continue.

- Buyback Tracking Documentation >
- Service Modification Documentation and Validation >
 - Service Initiation Form
Status: Not Initiated | Date: Vestibulum >
 - Service Modification Documentation Form >
 - Service Modification Manager Validation Form
Status: Not Initiated | Date: Vestibulum >
 - Service Delivery Confirmation
Status: Not Initiated | Date: Vestibulum >

NOTE

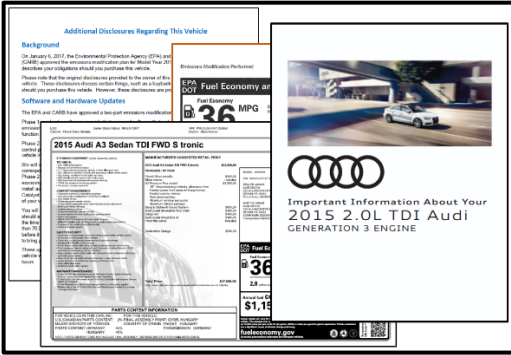
RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

TIP

Upon completion of the Service Modification Documentation Form, the Manager must validate the repair in the IN-FORM tool.

Proceed to Section I



NOTE

Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW vehicles.

- For **NEW** vehicles, obtain VIN-specific and other necessary items according to Appendix A. Complete Appendix A in addition to this repair.

Section I – Campaign Stamp

I certify that this campaign has been performed in strict accordance with the applicable Audi repair procedure.

SAGA Code: _____

Technician: _____

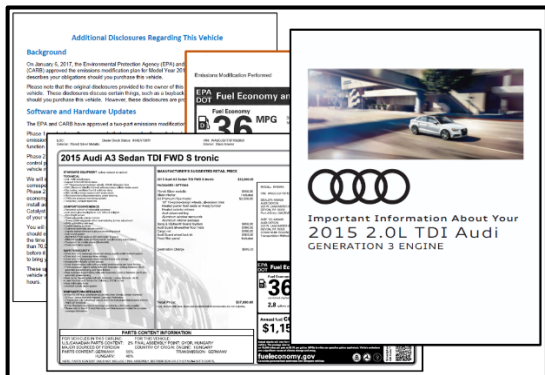
Date: _____

Item#: AUD4927ENG

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG).

ALL WORK IS COMPLETE for Repair, continue to Appendix A if vehicle is within New vehicle inventory.

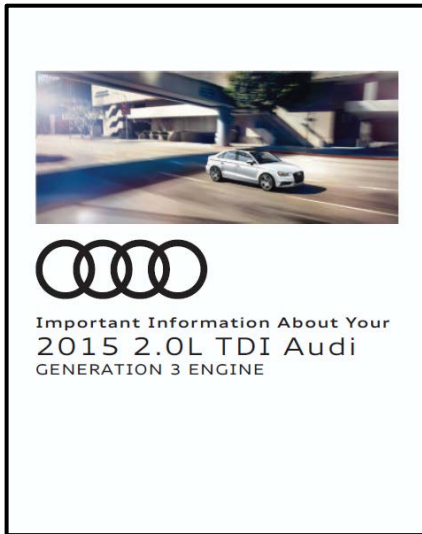
Appendix A – Requirements for Vehicles within “New” Vehicle Inventory



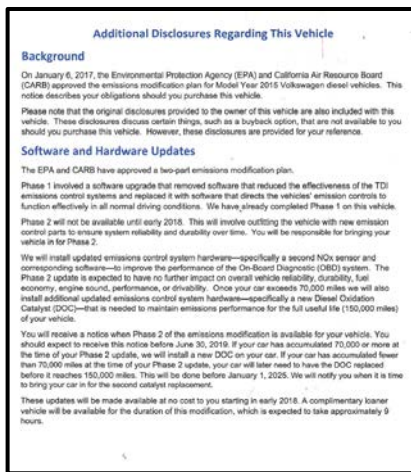
NOTE

Vehicle Sales REQUIREMENTS!

Additional **REQUIRED** steps are necessary for NEW vehicles prior to sale.



- Open glove box and insert the 2015 2.0L TDI (Generation 3) booklet <pictured left>.



- Open glove box and insert “Additional Disclosures Regarding This Vehicle” information <pictured left>.



- Open glove box and insert “Copy of Original Emissions Recall Notice” information <pictured left>.

2015 Audi A3 Sedan TDI FWD S tronic

MANUFACTURER'S SUGGESTED RETAIL PRICE

2015 Audi A3 Sedan TDI FWD S tronic \$35,800.00

PACKAGES & OPTIONS

Standard Equipment \$35,800.00

Exterior Color: metallic \$300.00

Interior: leather \$1,000.00

Navigation Plus: \$1,000.00

... (more options listed) ...

Final Price: \$37,800.00

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Frontal Score: *****

Crash: Passenger *****

Side: Front Seat *****

Crash: Rear Seat *****

Rollover: *****

Fuel Economy and Environment

City 36 MPG, Highway 43 MPG, Combined 31 MPG

Annual Fuel Cost: \$1,150

You Save \$1,900 in fuel costs over 5 years

fuelconomy.gov

- Remove original Monroney Label and discard.
- Install new Monroney Label <example pictured left> in same location as original.

TIP
 Monroney Labels are VIN-specific. Obtain new label as required from Sales department or General Manager.

VIN: 2015 Dealer ID: 5C1112

Emissions Modification Performed

EPA Fuel Economy and Environment

City 34 MPG, Highway 41 MPG, Combined 31 MPG

Annual Fuel Cost: \$1,200

You Save \$1,650 in fuel costs over 5 years

fuelconomy.gov

- Install new Fuel Economy Label <example pictured left> next to the Monroney Label.

TIP
 Fuel Economy Labels are VIN-specific. Obtain new label as required from Sales department or General Manager.

For more information about this vehicle visit www.audidiesellookup.com

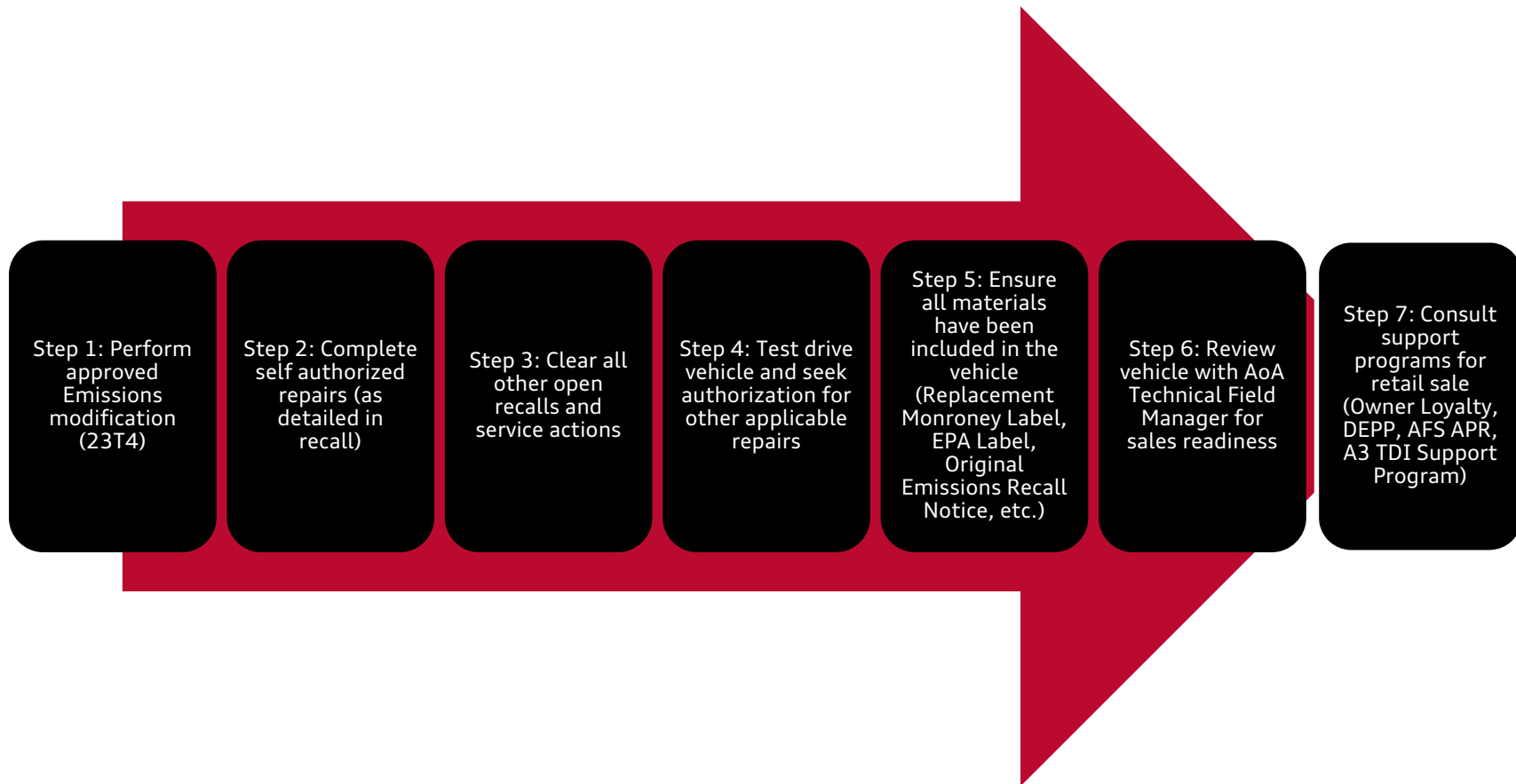
- Place the sticker <pictured left> on the front driver-side window on the lower rearward interior portion of the window.

TIP
 Window Stickers can be obtained from the Sales department or General Manager.

Sales Preparation Process Roadmap

New 2015 2.0L TDI Vehicles – Sales Preparation

“Sales Preparation” program for new MY15 TDI 2.0L units in dealer inventory – Process Roadmap



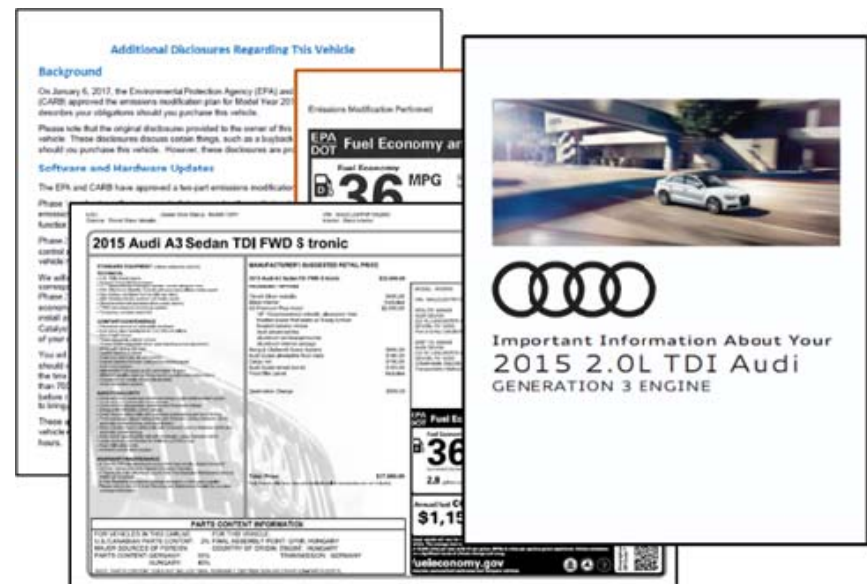
Required Compliance Materials

New 2015 2.0L TDI Vehicles – Sales Preparation

PRIOR to sale - Materials that must be added to EVERY new MY15 TDI 2.0L unit in dealer inventory

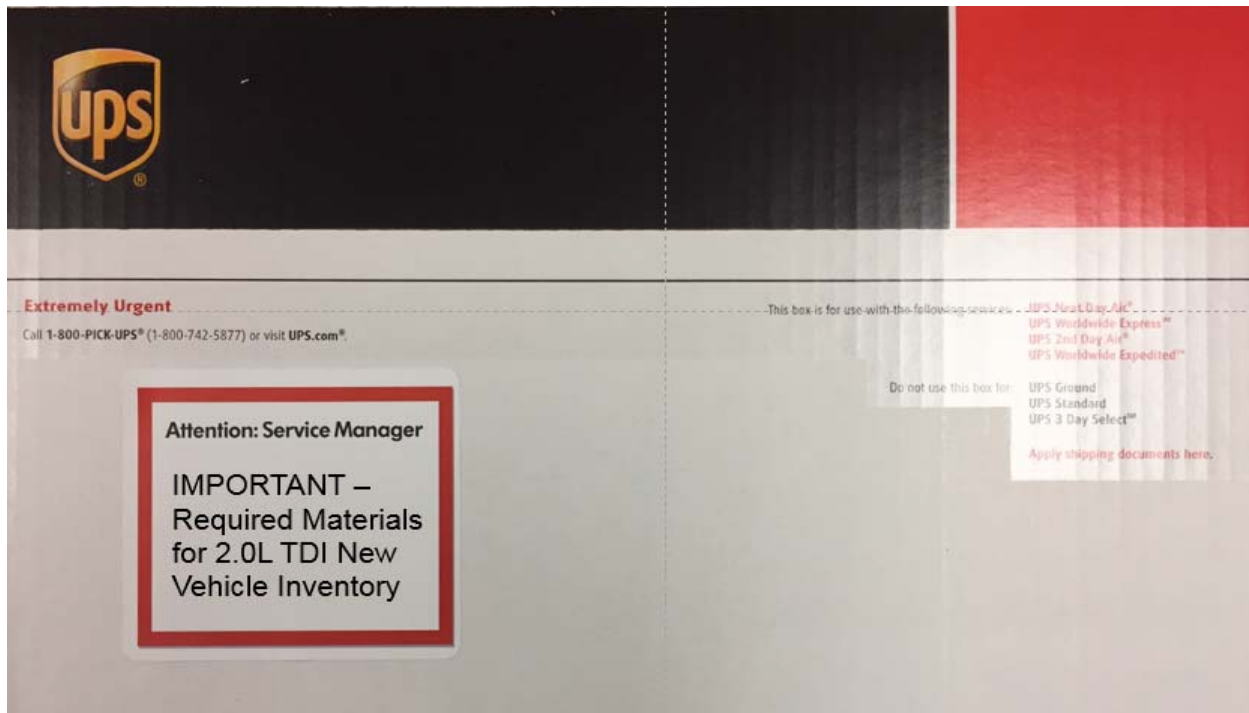
1. Replacement Monroney Label
2. EPA Label – Emission Modification Supplement Label
3. Original Emissions Recall Notice (Copy)
4. AEM Disclosure Booklet
5. AEM Disclosure Letter
6. TDI Web Site Window Sticker

A package containing both VIN-specific and non-VIN-specific materials will be sent to every Service Manager.



New 2015 2.0L TDI Vehicles – Sales Preparation

Package that will be arriving for Service Managers



A package like this will be sent to every Service Manager.



Audi of America, Inc. • 2200 Ferdinand Porsche Dr. • Herndon, VA 2017

Subject: New MY15 2.0L A3 TDI Vehicle Sales

Dear Dealer Partners,

We are excited to announce that we have received authorization to begin sales of affected MY15 A3 2.0L TDI vehicles. In addition to the activities that you will already be conducting to prepare these vehicles for a perfect customer delivery, as part of our agreement with regulators, there are a number of mandatory steps to complete prior to offering these vehicles for sale.

For the new vehicles in your stock you are required to include, in or on the vehicle, the following materials. These items may be specific to VINs, to a specific model and model year range, or generic materials and are noted as such.

- Replacement Monroney Window Sticker – To ensure that the Monroney label on each of these vehicles reflects the most up to date and accurate information, as well as to provide a clean and fresh label to replace any damaged or faded label the original Monroney sticker must be removed and replaced with the revised label included in this package. **[VIN Specific]**
- Emissions Modification Supplemental Window Sticker – Specific to the emissions portion of the window sticker, a supplemental window sticker must be placed adjacent to the Monroney label on the rear driver-side window calling out the revised emissions and fuel consumption information. **[VIN Specific]**
- A copy of the original Emissions Recall Notice – While components of this notice, specifically the sections regarding benefits as a class member, will not be relevant to subsequent buyers of the vehicles, we are required by regulators to provide a copy of this letter with each vehicle **[Model / Model Year Specific]**

Audi of America

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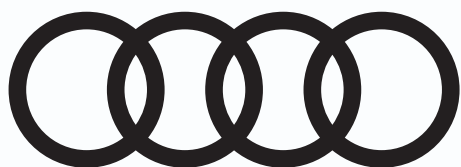
- AEM Disclosure Booklet – Owners of modified vehicles should receive a booklet that outlines the AEM modifications performed to the vehicle, the revised maintenance schedule, extended emissions warranty coverage, and many other important items. This booklet must be placed in the glove box of the vehicle, prior to offering for sale [**Model / Model Year Specific**]
- Additional AEM Disclosure Letter – This letter provides supplementary information specific to resold MY15 vehicles. This letter must be placed in the glove box of the vehicle, prior to offering for sale [**Model / Model Year Specific**]
- Permanent TDI Window Sticker – To ensure that subsequent buyers of modified vehicles have access to the specifications of the modification and associated warranties, a small sticker must be affixed to the lower portion of the driver’s window near the B pillar [**General Materials**]

In this package you will find all VIN specific materials and non-VIN specific materials.

We appreciate your continued support of the Audi brand as we continue to work to make things right.

Sincerely,

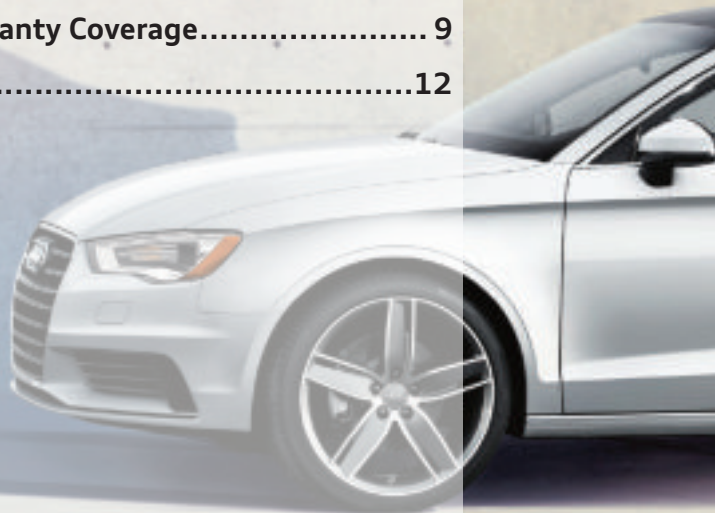
Audi Operations



**Important Information About Your
2015 2.0L TDI Audi
GENERATION 3 ENGINE**

Contents

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**IMPORTANT WARRANTY INFORMATION
KEEP IN GLOVE BOX OR OTHER LOCATION FOR FUTURE
REFERENCE**



About This Booklet

On September 18, 2015 the Environmental Protection Agency (EPA) and California Air Resource Board (CARB) informed Audi that Model Year 2009 - 2015 2.0L TDI vehicles do not comply with federal and California emissions standards. The information in this booklet represents a step forward as we continue on the road to making things right for you.

As part of Audi's settlements with the United States Department of Justice (DOJ), Environmental Protection Agency (EPA), the California Air Resources Board (CARB), the California Attorney General's Office (CAAG), the Federal Trade Commission (FTC) and Class Counsel, we are informing you that an emissions modification is now available for your Model Year 2015 2.0L TDI. The emissions modification for your vehicle has been approved by the EPA and CARB.

The following pages outline the emissions system updates that are now available for your Model Year 2015 Audi 2.0L TDI and the extended emissions warranty coverage that will be provided for vehicles that receive the modification. You can also read about the impact these updates will have on your driving experience as well as instructions on maintaining your vehicle post-modification.

We encourage you to carefully review the information in this booklet, and if we can be of further assistance, please let us know.

For questions about any of the material included in the booklet please visit <http://www.audiusa.com/recall> or contact Audi Customer Support at 800-822-2834.

Overview

Federal and California laws prohibit the use of defeat devices and the use of engine software designed to reduce the effectiveness of your vehicle's emission control system. The EPA and CARB have determined that Audi vehicles equipped with a 2.0L 4-cylinder TDI engine do not comply with these laws. Through the agreed upon emissions modification, Audi will remove the software that reduced the effectiveness of your TDI's emission control system and will install new emission control software and hardware designed to function effectively in all normal driving conditions.

Software and Hardware Updates

EPA and CARB have approved a two-part emissions modification plan.

Phase 1, is ready to start now. Phase 2 will become available in early 2018. Both parts of the plan are necessary for the emissions modification to be effective, and vehicle owners who choose the modification are expected to complete both phases.

Audi is also required to offer a buyback of your vehicle or terminate your existing lease as an alternative to the emissions modification, under settlement agreements reached with the DOJ, EPA, CARB, CAAG, FTC and Class Counsel. It is your choice whether to select the buyback/lease termination or the emissions modification. Please visit **AudiCourtSettlement.com** to learn more and to file a claim. For owners selecting the emissions modification, eligibility, scheduling information, and details on logistics can be found at www.audicourtsettlement.com, or by contacting us at 844-98-CLAIM.

Emissions Modification Phase 1: During the first part of the modification, Audi will remove the software that reduced the effectiveness of your TDI's emission control system and replace it with software that directs your vehicle's emission controls to function effectively in all normal driving conditions. The emissions modification will change the way your car's engine and emission control systems interact. This will affect technical functions under some operating conditions, for example when the vehicle is started for the day. No significant changes to key vehicle attributes are expected, including fuel consumption, reliability, durability, vehicle performance, drivability, or other driving characteristics.

The new software will affect your car in the following ways:

- Engine sound may differ from your vehicle’s prior operation. Although unlikely, the engine tone may vary slightly after the emissions modification is complete. This will not result in any noticeable change in the driving characteristics of your vehicle.
- An update to the engine cooling fan operation will allow your vehicle to cool more efficiently and may alter the sound that the vehicle fan makes once the engine has been turned off. This update is not related to the emissions issue, and is addressed in the spirit of continued vehicle performance improvement.
- Sport Mode Changes – While driving in sport mode the automatic transmission will shift earlier at low accelerator positions for improved driving comfort, resulting in lower engine speeds at constant driving.
- Improved Vehicle Drivability – Vehicles with automatic transmissions will exhibit improvement in throttle response, a smoother acceleration and improved driving experience.
- Diesel Exhaust Fluid (DEF) consumption – DEF consumption for your vehicle may increase. The amount of the increase will vary. Some drivers will experience no change, but others will use from 1% - 14% more DEF on average (also known as AdBlue®). The amount of the impact will depend on driving style and other factors. This means some drivers will need to refill the DEF tank more frequently.

Software and Hardware Updates (Continued)

- High Altitude Shift Patterns - For A3 Automatic Transmission vehicles, the shifting behavior has been adapted to run with slightly higher engine speeds at high altitudes.
- On-board diagnostic (OBD) system changes – Your vehicle’s OBD system will be modified and certain emission thresholds within the OBD system will be adjusted. These thresholds set new malfunction detection limits that may be above what inspection and maintenance regulators are familiar with and may reduce the effectiveness of the OBD system in detecting malfunctions. We don’t expect you will have any issues with the ability of your vehicle to pass the inspection and maintenance test as a result of these changes. The extended warranty coverage outlined in this booklet offers additional protection if your vehicle is still covered under warranty at the time of inspection. These changes should not be noticeable to a driver and do not impact driving characteristics.

As explained further, your vehicle’s emissions will be reduced but will still be higher than the standards to which the vehicle was originally certified.

This update will take approximately an hour to complete.

Emissions Modification Phase 2 :
(available beginning in early 2018)

The second part of the emissions modification will involve outfitting your car with new emission control parts to ensure system reliability and durability over time. We will install updated emissions control system hardware - specifically a new Diesel Particulate Filter, Diesel Oxidation Catalyst, and Selective Catalytic Reduction Converter - that is needed to maintain emissions performance for the full useful life (150,000 miles) of your vehicle. As part of the Phase 2 modification, we will also install a second NOx sensor and corresponding software to improve the performance of the OBD system. The Phase 2 updates are expected to have no further impact on overall vehicle reliability, durability, fuel economy, engine sound, performance, or drivability.

You will receive a notice when Phase 2 of the emissions modification is available for your vehicle. You should expect to receive this notice before June 30, 2019. If your vehicle has accumulated fewer than 40,000 miles at the time of your Phase 2 update, your car will need to have the Diesel Oxidation Catalyst replaced a second time before it reaches 150,000 miles. We will notify you when it is time to bring your car in for the second catalyst replacement.

These updates will be made available at no cost to you starting in early 2018. A complimentary loaner vehicle will be available for the duration of this modification, which is expected to take approximately 9 hours.

Changes in Maintenance Schedule

The emissions modification of your Audi does not affect the recommended vehicle maintenance schedule for oil change intervals, Exhaust Gas Recirculation (EGR) cleaning, and Diesel Particulate Filter (DPF) ash loading as described in your maintenance booklet.

However, diesel exhaust fluid (DEF, also known as AdBlue®) usage may increase. The amount of the increase will vary. Some drivers will experience no change, but others will use from 1% - 14% more DEF on average. The amount of the impact will depend on driving style and other factors. This means some drivers will need to refill the DEF tank more frequently. Please see your dealer for additional details.

Emission Limits

Two additional labels will be installed under the hood of the vehicle after the modification is completed. The first label is an emissions modification completion label and the second is the updated Vehicle Emissions Compliance Information (VECI) label.

Your vehicle was originally certified to EPA and CARB emission standards. After the modification, your vehicle's emissions will be reduced but will still be higher than the emission standard to which it was originally certified. The certified emissions standards compared with the emission limits that apply to your vehicle after the modification are shown in Exhibit 1.

Exhibit 1: Certification standards and respective emission limits applicable to your vehicle before and after the Emission Modification

Certification standards and respective emission limits applicable to your vehicle before the Emission Modification in the Federal Test Procedure (FTP75¹)

Federal

Standard / Emission limits in grams/mile	NOx (Nitrogen oxides)	NMOG (Non-methane hydrocarbons)	CO (Carbon monoxide)	PM (Particulate matter)	HCHO (Formaldehyde)
Tier 2 Bin 5 0-150,000 miles	0.07	0.090	4.2	0.01	0.018

California and Section 177 states

Standard / Emission limits in grams/mile	NOx + NMOG (Nitrogen oxides + Non-methane hydrocarbons)	CO (Carbon monoxide)	PM (Particulate matter)	HCHO (Formaldehyde)
LEVIII ULEV125 0-150,000 miles	0.125	2.1	0.01	0.004

Emission limits applicable to your vehicle after the Emission Modification

Federal States, California and Section 177 States

Standard / Emission limits in grams/mile	NOx + NMOG (Nitrogen oxides + Non-methane hydrocarbons)	CO (Carbon monoxide)	PM (Particulate matter)	HCHO (Formaldehyde)
Automatic Transmissions 0-150,000 miles	0.160	4.2	0.01	0.018
Manual Transmissions 0-150,000 miles	0.190	4.2	0.01	0.018

1) Additional limits apply for the Supplemental Federal Test Procedure (SFTP), the Highway test procedure and in the Federal Test Procedure at high altitude.

Extended Emissions Warranty Coverage

For the following Audi 2.0 L TDI engine vehicle repaired by the emissions modification recall, a warranty extension is applicable as defined below.

- 2015 MY A3 with engine code VAL

Warranty Period

The warranty period for the “Extended Emissions Warranty” limited warranty extension shall be the **greater** of:

- 11 years or 162,000 miles, whichever occurs first, from the vehicle’s original in-service date; **OR**
- 5 years or 60,000 miles, whichever occurs first, from the date and mileage of Phase 1 of the emissions modification. At the time of the subsequent Phase 2 modification, the extended warranty will be honored for 5 years or 60,000 miles, whichever occurs first, from the date and mileage of the completion of Phase 2.

The vehicle’s original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.

Parts Covered Under Extended Warranty

The emissions system warranty shall cover the following parts or systems:

- The entire exhaust after treatment system, including the Diesel Oxidation Catalyst, the Diesel Particulate Filter, the Selective Catalytic Reduction converter, the dosing injector and other Diesel Exhaust Fluid system components, the exhaust flap, and all sensors and actuators
- The entire fuel system, including fuel pumps, high pressure fuel rail, fuel injectors, vibration damper, pressure control valve and all sensors and actuators
- The EGR system, including EGR valves, EGR cooler, EGR filter, EGR temperature sensor, all related hoses and pipes, and all sensors and actuators
- The turbocharger, including the turbocharger damper
- The On-Board Diagnostic (OBD) system, including SCR DEF quality sensor, and any malfunctions detected by the OBD systems other than those related to the transmission.

Additionally, the engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train.

The extended emissions warranty includes parts, labor, and applicable taxes. The extended emissions warranty shall not void or supersede any existing warranty. Conflicts concerning the warranty are to be resolved in favor of the consumer.

More information about your extended emissions warranty coverage is available at **www.audidiesellookup.com** and in the customer letter we sent to you in January 2017.

Extended Emissions Warranty Coverage (continued)

Transferability

This extended emissions warranty is fully transferable to subsequent owners.

Warranty Notices

All normal warranty provisions remain in effect.

Customer Notices

If you choose to keep your vehicle but decline the emissions modification at this time, you should be aware that certain emissions-related replacement and repair parts may at some point no longer be available from Audi. Accordingly, in the future, if your unmodified vehicle requires maintenance and repairs of the emissions system, we may need to install parts associated with the emissions modification, or, in some cases, install all aspects of the emissions modification. You should not have any issues with the ability of your vehicle to pass the inspection and maintenance test. This may lead to changes to your vehicle's operation or performance resulting from those modifications as discussed in this booklet.

If the vehicle has been modified by the customer prior to receiving the emissions modification in a manner that may yield a non-compliant emissions system (for example, removal of a catalyst, installation of parts that impact emissions or emissions-related parts, or modifications to the ECU or computer software of the vehicle), Audi may not be able to perform the emissions modification until the customer corrects such modification.

Thank you.

We know that the TDI emissions issue has understandably eroded the trust that we have worked so hard to build with you, our customers.

We encourage you to review the information in this booklet to address any questions or concerns you may have. If we can be of further assistance, please let us know.

Audi of America



Audi_GEN3.2LTDI.USA.0001
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Additional Disclosures Regarding This Vehicle

Background

On January 6, 2017, the Environmental Protection Agency (EPA) and California Air Resource Board (CARB) approved the emissions modification plan for Model Year 2015 Audi diesel vehicles. This notice describes your obligations should you purchase this vehicle.

Please note that the original disclosures provided to the owner of this vehicle are also included with this vehicle. These disclosures discuss certain things, such as a buyback option, that are not available to you should you purchase this vehicle. However, these disclosures are provided for your reference.

Software and Hardware Updates

The EPA and CARB have approved a two-part emissions modification plan.

Phase 1 involved a software upgrade that removed software that reduced the effectiveness of the TDI emissions control systems and replaced it with software that directs the vehicles' emission controls to function effectively in all normal driving conditions. We have already completed Phase 1 on this vehicle.

Phase 2 will not be available until early 2018. This will involve outfitting the vehicle with new emission control parts to ensure system reliability and durability over time. You will be responsible for bringing your vehicle in for Phase 2.

We will install updated emissions control system hardware—specifically a second NO_x sensor and corresponding software—to improve the performance of the On-Board Diagnostic (OBD) system. The Phase 2 update is expected to have no further impact on overall vehicle reliability, durability, fuel economy, engine sound, performance, or drivability. Once your car exceeds 70,000 miles we will also install additional updated emissions control system hardware—specifically a new Diesel Oxidation Catalyst (DOC)—that is needed to maintain emissions performance for the full useful life (150,000 miles) of your vehicle.

You will receive a notice when Phase 2 of the emissions modification is available for your vehicle. You should expect to receive this notice before June 30, 2019. If your car has accumulated 70,000 or more at the time of your Phase 2 update, we will install a new DOC on your car. If your car has accumulated fewer than 70,000 miles at the time of your Phase 2 update, your car will later need to have the DOC replaced before it reaches 150,000 miles. This will be done before January 1, 2025. We will notify you when it is time to bring your car in for the second catalyst replacement.

These updates will be made available at no cost to you starting in early 2018. A complimentary loaner vehicle will be available for the duration of this modification, which is expected to take approximately 9 hours.

Extended Emissions Warranty Coverage

For the following Audi 2.0 L TDI engine vehicles updated with the emissions modification, a warranty extension is applicable.

- 2015 MY A3

Warranty Period

The warranty period for the “Extended Emissions Warranty” limited warranty extension is the greater of:

- 11 years or 162,000 miles, whichever occurs first, from the vehicle’s original in-service date;
OR
- 5 years or 60,000 miles, whichever occurs first, from the date and mileage of purchase. At the time of the subsequent Phase 2 modification, the extended warranty will be honored for 5 years or 60,000 miles, whichever occurs first, from the date and mileage of the installation of the second NOx sensor.

The vehicle’s original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.

As discussed above if your vehicle has accumulated fewer than 70,000 miles at the time of your Phase 2 update, your car will later need to have the DOC replaced at 70,000 miles. Audi will provide a 1 year or 12,000 mile warranty on this DOC.

Extended Emissions Warranty Coverage (Continued)

Parts Covered Under Extended Warranty

The emissions system warranty shall cover the following parts or systems:

- The entire exhaust after treatment system, including the Diesel Oxidation Catalyst, the Diesel Particulate Filter, the Selective Catalytic Reduction converter, the dosing injector and other Diesel Exhaust Fluid system components, the exhaust flap, and all sensors and actuators;
- The entire fuel system, including fuel pumps, high pressure fuel rail, fuel injectors, vibration damper, pressure control valve and all sensors and actuators;
- The Exhaust Gas Recirculation (EGR) system, including EGR valves, EGR cooler, EGR filter, EGR temperature sensor, all related hoses and pipes, and all sensors and actuators;
- The turbocharger, including the turbocharger damper; and
- The On-Board Diagnostic (OBD) system, including Selective Catalytic Reduction (SCR) Diesel Exhaust Fluid (DEF) quality sensor, and any malfunctions detected by the OBD systems other than those related to the transmission.

Additionally, the engine long block warranty shall cover the engine sub-assembly that consists of the assembled block, crankshaft, cylinder head, camshaft, and valve train.

The extended emissions warranty includes parts, labor, and applicable taxes. The extended emissions warranty shall not void or supersede any existing warranty. Conflicts concerning the warranty are to be resolved in favor of the consumer.

More information about your extended emissions warranty coverage is available at www.audidiesellookup.com and in the customer letter and booklet provided to you contemporaneously with this disclosure.

Transferability

This extended emissions warranty is fully transferable to subsequent owners.

Warranty Notices

All normal warranty provisions remain in effect.

Thank you.

We encourage you to review the information in this booklet to address any questions or concerns you may have. If we can be of further assistance, please let us know.

Audi of America



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



Warranty Policies and Procedures Bulletin

- 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 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.**



Warranty Policies and Procedures Bulletin

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:



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*:	<input type="button" value="Browse..."/> Audi Pro Brochure_v3.pdf <input type="button" value="Browse..."/> No file selected.	
<input type="button" value="Send"/> <input type="button" value="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.

Retail Support Programs

TDI ADVERTISING AND COMMUNICATION GUIDELINES

Dealers:

With the availability of new MY15 TDI vehicles for sale, Audi of America (AoA) wishes to impress upon dealers that caution and transparency must be used when marketing these vehicles and communicating to customers. As such, AoA has prepared the following guidance for your reference. Please note, as these vehicles are marketed and sold, many interested stakeholders will be closely watching the activities of AoA and its dealers. We should strive to ensure our customers are informed and educated during this process.

The following guidelines are effective immediately when advertising Audi TDI diesel models.

Do's

- Only advertise the post-modification EPA-estimated fuel economy (found on the “Mini-Monroney”), and other vehicle attributes listed on the Mini-Monroney.
 - Be sure to include an “EPA Estimate” disclosure whenever appropriate as required by the FTC’s guidance on fuel economy advertising and include a “mileage will vary” statement such as the following: “Your mileage will vary and depends on several factors, including your driving habits and vehicle condition.”
- Highlight the Extended Emissions Warranty coverage.
- Highlight that the Approved Emissions Modification has been performed in compliance with the requirements of EPA/CARB.
- Please consult the FTC Green Guides for more specific guidance on environmental claims. The FTC Green Guides can be found at the FTC website: www.ftc.gov

Don'ts

- Do not use terms or phrases touting the general environmental benefits of TDIs, such as:
 - “Clean diesel”
 - “Green”
 - “Eco-friendly”
 - “Eco-conscious”
 - “Environmentally friendly”
 - Being “more responsible” on or “better for” the planet
 - Any other similar terms
- Do not use the term or tagline: “Truth in Engineering”
- Do not use or disseminate any historical marketing materials
- Do not reference emissions levels, such as use of the use of the terms “ultra-low emissions vehicle,” “ULEV” or “low emissions”.
- Do not use range claims.
- Do not use any statements that suggest that the Gen 3 TDIs have been fixed to comply with original emissions standards or that the vehicles meet “strict EPA standards”.
- Any reference to the pre-modification EPA estimated fuel economy.



Audi A3 TDI Support Program

April 1, 2017 – June 30, 2017

Bulletin No: A17UTDI1

To support your sales efforts of new and untitled Model Year 2015 A3 TDI vehicles with completed Approved Emissions Modification (AEM), Audi of America (AoA) is pleased to announce a retail support program.

Upon properly documented completion of the required AEM and clearance of any and all other recalls and services actions on the vehicle, AoA will issue the dealer a payment equal to 20% of MSRP for eligible VINs.

Model Year	Eligible Models	Adjustment
2015	A3 2.0 TDI (New and untitled)	20%

Fine Print:

- The AEM for the vehicle must be completed in strict accordance with the requirements set forth as a part of emission modification 23T4.
- Upon receipt of a valid SAGA claim the payment of 20% of MSRP will be funded to the dealer.
- In the event a vehicle is dealer traded, the payment will only be paid to the dealer who performed the AEM (and cleared all other recalls and service actions).



New 2015 MY - 2.0L TDI Retail Financing Program
A1704-137INF
April 14, 2017 – May 31, 2017

Audi Financial Services is pleased to support financing for New MY 15 2.0L TDI vehicles. Consult this informational bulletin to accurately submit and contract deals for these vehicles.

Credit Policy

We are pleased to offer our standard new vehicle credit policy on these vehicles.

Credit Application Submission – It Depends on Your System

A. For users of Finance Source Credit Application Integration (DMS)

Submit Credit Applications through your DMS using the Credit App Integration feature, and submit per normal as a 2015 (two thousand fifteen) Model Year vehicle. This method will ensure accurate valuation (based on MSRP), new vehicle advances, and underwriting criteria are applied.

B. For users of the VCI Dealer Extranet (DE)

System limitations require applications to be submitted as 2016 (two thousand sixteen) model year vehicles to ensure accurate valuation (based on MSRP), new vehicle advances, and underwriting criteria are applied (example below). **Please note “MY 2015 New Vehicle” in the memo field** for later correction by us during the Credit & Funding process.

Vehicle Information

* Type: New Pre-Owned CPO

* Make:

* Year:

* Model:

* Body Type:

* Mileage:

VIN:

Applicant Information

Choose the application type:

* Application Type:

Primary Applicant

Contract Submission and Funding

Contracts should be written as a “New” 2015 (two thousand fifteen) Model Year vehicle, in accordance with state laws.

Contract Validation

Due to the unique process required to accommodate the model year of these vehicles, Contract Validation will not be available for these contracts.



MY15 A3 TDI Special Program & Standard Program

Effective Dates: 04/14/2017 - 05/01/2017

Prior to sale notice: The first part of the Approved Emissions Modification (AEM) (the ECM flash) must be performed per published process and requirements (see recall circular 23Q3), and the vehicle reported sold in order for the contract to be funded.

New FICO based Tiers (T)	T1	T2	T3	T4	T5	T6	T7	T8
	740+	739-700	699-680	679-660	659-640	639-620	619-600	≤ 599

MY15		Retail APR			
Bulletin #		A1704-1TDIR			
APR Rates for T1 & T2 Tiers (T3-T8 Tier adjustors at the bottom ¹)					
Model	Trim	12-60 mo.	61-66 mo.	67-72 mo.	73-75 mo. ²
A3 FWD TDI	Prem.	1.90%	1.90%	2.49%	3.49%
	Prem. Plus	1.90%	1.90%	2.49%	3.49%
	Prestige	1.90%	1.90%	2.49%	3.49%

• Program Guidelines

- All tiers and rates listed are subject to credit approval.

- **Theses vehicles are eligible for New Car Advance.**

1) See grid to add appropriate adjustors to T1 & T2 Rates.

2) Available for T1 & T2 only

- Please note the bulletin number in the funding package.

- All units must have sales AND contract dates between 04/14/2017 - 05/01/2017; funding packages due by 05/21/2017

- **Please see Special Program Guidelines bulletin # A1704-137INF for additional information.**

2) Retail Adjustors 12-72 mo.						
New Tiers	T3	T4	T5	T6	T7	T8
T1/T2 +	0.50%	2.00%	3.00%	6.00%	6.00%	10.00%

MY A3 TDI Standard Rate Program

RETAIL		Bulletin# A1704-04R							
New FICO based Tiers (T)		T1	T2	T3	T4	T5	T6	T7	T8
		740+	739-700	699-680	679-660	659-640	639-620	619-600	≤ 599
A3 TDI	12 - 60	4.14	4.49	5.24	6.49	3.60	5.35	11.74	15.44
	61-66	4.64	4.99	5.74	6.99	8.24	9.99	12.24	15.94
	67-72	5.14	5.49	6.24	7.49	8.74	10.49	12.74	16.44
	73-75	5.64	5.99						

- Please note the bulletin number in the funding package.



Audi Owner Loyalty Program

April 1, 2017 – June 30, 2017

Audi of America is pleased to offer a comprehensive Audi Owner Loyalty incentive to returning Audi customers that currently own or lease any MY05 or newer Audi model (proof of ownership required).

Bulletin No: A17ULOY2

Model Year	Eligible Models	Non-AFS Contract	AFS Contract
2015	A3 TDI	-	\$500
2016 / 2017	A3 Sedan (incl. S3)	-	\$500
2016 / 2017	A3 Cabriolet	-	\$500
2016 / 2017	A3 Sportback e-tron	-	\$500
2016 / 2017 / 2018	A4 (incl. S4 & Ultra)	\$500	\$750
2016 / 2017	allroad	\$500	\$750
2016 / 2017 / 2018	A5 Coupe (incl. S5)	\$500	\$750
2016 / 2017 / 2018	A5 Cabriolet (incl. S5)	\$500	\$750
2018	A5 Sportback (incl. S5)	\$500	\$750
2016 / 2017	A6 Sedan (incl. S6)	\$500	\$1,000
2016 / 2017	A7 Sedan (incl. S7 & RS 7/Perf.)	\$500	\$1,000
2016 / 2017	A8 Sedan (incl. S8 & S8+)	\$1,000	\$2,000
2016 / 2017 / 2018	Q3	-	\$500
2016 / 2017 / 2018	Q5 / SQ5	\$500	\$750
2017	Q7	\$500	\$1,000
2016 / 2017	TT Coupe / Roadster (incl. TTS)	-	-
Must be new, untitled and unreported – KOS 0,2,3			

Fine Print:

- Rental car companies, or returning customers that lease from, fleet leasing/management companies or dealer fleet leasing companies are not eligible for this program.
- Vehicles must be sold and reported during the same monthly sales period. It is not a requirement to trade-in their current Audi vehicle.
- Household members of these qualifying vehicle owner/lessees are also eligible if new vehicle is reported, titled and registered in same household.
- For Business Customers, vehicle(s) must be sold, delivered and registered in the name of the business entity and must be properly reported during the aforementioned program period to be a bona fide customer who may be a buyer or lessee.
- Only one incentive will be paid per eligible VIN
- This can be combined with Contract Employee Purchase Program (CEPP), Dealer Employee Purchase Program (DEPP), VIP, Diplomat Sales Program (DSP), European Delivery (ED) and Affinity Program (AP) incentive programs. All others excluded.
- Must provide proof of MY05 or newer vehicle ownership (unexpired state registration or insurance card), sales agreement with customer signature showing rebate, claim form with customer signature.
- Submission deadline is sixty (60) days following the close of each monthly sales period.
- Documentation must be submitted via the new Audi Incentive Claims Portal found on iAudi under, "Vehicle Sales & CPO -> Audi Incentive Claims Portal".

Audi

Owner Loyalty Program



April 1, 2017 to June 30, 2017

Audi Owner Loyalty Program - Incentives Claims Portal Claim Form A17ULOY2

This claim form and all supporting documentation must be submitted via the Audi Incentives Claims Portal.

- 1.) **REQUIRED:** Proof of MY05 or newer Audi Vehicle Ownership - *unexpired* official state registration or insurance card.
-AND-
- 2.) **REQUIRED:** New vehicle sale agreement (Lease Contract or Buyer's Order) with customer signature and proper disclosures.
-AND-
- 3.) **REQUIRED:** Loyalty Program Claim Form with customer signature.

Check applicable customer incentive (only one):

Model Year	Eligible Models	Non-AFS	AFS
2015	A3 TDI	-	\$500
2016 / 2017	A3 Sedan (incl. S3) & Cabriolet	-	\$500
2016 / 2017	A3 Sportback e-tron	-	\$500
2016 / 2017 / 2018	A4 / S4	\$500	\$750
2016 / 2017	allroad	\$500	\$750
2016 / 2017 / 2018	A5 / S5 Coupe	\$500	\$750
2016 / 2017 / 2018	A5 / S5 Cabriolet	\$500	\$750
2018	A5 / S5 Sportback	\$500	\$750
2016 / 2017	A6 & S6	\$500	\$1,000
2016 / 2017	A7, S7 & RS7/RS7 Perf.	\$500	\$1,000
2016 / 2017	A8 & S8+	\$1,000	\$2,000
2016 / 2017 / 2018	Q3	-	\$500
2016 / 2017 / 2018	Q5 / SQ5	\$500	\$750
2017	Q7	\$500	\$1,000

Customer Acknowledgement:

By signing below, the customer acknowledges that they have received the full benefit of the consumer incentive checked above:

Customer Signature Date

Printed Name

Dealership Acknowledgement:

By signing below, the dealership verifies that the customer is eligible under the terms of the Official Program Rules. Please see the official rules for full terms and conditions as well as the process for dealership reimbursement.

Authorized Dealership Signature Date

Printed Name & Title 6 Digit Dealer Code

New VIN:

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Loyalty VIN:

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Audi Dealer Employee Purchase Program

April 1, 2017 – May 1, 2017

Bulletin No: A1704-01DEPP

Audi of America is pleased to announce the Audi Dealer Employee Purchase Program!

This program is designed for these individuals and their significant others that finance or lease a new Audi through Audi Financial Services (AFS).

Audi Dealership Employees (Marketing Code A0026)				
Model Year	Eligible Models	MSRP Discount	MY15/16/17 Bonus	MY18 Bonus
2015	A3 TDI	15%	-	-
2016 / 2017 / 2018	A3 / S3 & Cabriolet & e-tron	15%	-	-
2016 / 2017 / 2018	A4 / S4 / allroad	15%	-	-
2016 / 2017 / 2018	A5 & S5 Coupe / Cabriolet / Sportback	15%	\$750	-
2016 / 2017 / 2018	A6 2.0T	15%	\$1,500	-
2016 / 2017 / 2018	A6 3.0T & S6	15%	\$2,000	-
2016 / 2017 / 2018	A7 / S7	15%	\$2,000	-
2016 / 2017 / 2018	A8 3.0T	15%	\$2,000	-
2016 / 2017 / 2018	A8 4.0T / S8 / S8+	15%	\$3,000	-
2016 / 2017 / 2018	Q3	15%	-	-
2016 / 2017 / 2018	Q5 / SQ5	15%	\$500	-
2017 / 2018	Q7	15%	-	-
2016 / 2017 / 2018	TT / TTS Coupe & Roadster	15%	\$500	-
Must be new, untitled and unreported as KOS 3				
This applies to all employees who work in an Audi dealership and have an active profile in the Learning Management System.				

Affiliated Dealer Group Employees (Marketing Code A0025)		
Model Year	Eligible Models	MSRP Discount
2016 / 2017 / 2018	All (excl. R8 & RS Models)	14%
Must be new, untitled and unreported as KOS 3		
This applies to all employees who work in a dealer group that contains an Audi franchise. These employees do not work directly in an Audi dealer and do not have an active profile in the Audi Learning Management System.		

Dealer Principal and Managers (Marketing Code A0054)		
Model Year	Eligible Models	MSRP Discount
2016 / 2017 / 2018	A8 4.0T or S8 / S8+	23%
Must be new, untitled and unreported as KOS 3		
This applies to all Dealer Principals and Managers that purchase an A8 4.0T, S8 or S8+		

Fine Print:

- Vehicles must be new, untitled and unreported. Factory orders will no longer be accepted.
- If there is no bonus associated with a particular model or model year then only the indicated MSRP discount will apply (e.g. MY18 A5 will receive a 15% MSRP discount but no bonus).
- Must be a retail sale using KOS 3 to qualify and dealer must type DEP in "Online ID" box in OMD Web.
- **Dealers will be reimbursed 10% of MSRP for Audi Dealership Employee sales, 9% of MSRP for Affiliated Dealer Group Employee sales and 18% of MSRP for all Dealer Principal and Manager A8 4.0T & S8/S8 Plus sales. Sales only qualify for ONE category and are not combinable. Bonuses are ONLY available to Audi Dealership Employees and is NOT stackable with Dealer Principal & Manager A8 Program.**
- **All Dealer Principals & Managers are eligible for the A8 Program regardless if they are part of Audi or Audi affiliated dealerships. A manager is defined as any dealership personnel with a manager title (e.g. General Manager, Sales Manager, Service Manager, etc.)**
- Sales under this program count but do not pay margin & bonus.
- Audi employees must provide proof of employment, their Audi dealer code and LMS ID on the claim form to be eligible for the 15% discount and additional bonus.
- Required sales documentation: proof of employment, vehicle invoice, sales agreement and claim form.
- Significant others must be within the same household.
- Employees are eligible for four (4) vehicles per year through this program and must be financed with Audi Financial Services whose account must remain open for a period of no less than twelve (12) months.
- Audi of America and AFS/Reliable Auto reserve the right to audit and charge back the incentive amount if abuse of the program is found through early payoffs within twelve (12) months of contract date.
- Dealers will not be charged back on total loss vehicles paid off within twelve (12) months of funding date.
- The dealer review period for this program is sixty (60) days.
- Documentation must be submitted in the AFS/Reliable Auto funding package in order to receive payment under this program.



Appendix [7] - DEPP & CEPP Employee Purchase Program

Marketing Code A0026 (Dealer Employee)
Marketing Code A0025 (Affiliate Employee)
Marketing Code A0054 (Dealer Principal/General Manager)

Effective: 04/01/2017 - 06/30/2017

Dealership Employee Purchase Program (DEPP)

- 1.) **Eligible Vehicles:** All new, untitled, and unreported MY16/MY17/MY18 Audi vehicles.
(Excluding RS 5, RS 7/RS 7 Performance, TT RS, A8 W12, Q5 hybrid, and R8 models)
- 2.) **Program:** Eligible dealership employees who finance or lease a new vehicle through AFS will receive an MSRP discount for MY16/MY17/MY18 vehicles.

Audi Dealership Employees (A0026): Will receive a 15% discount off of MSRP, plus any applicable new Retail incentives and employee bonus, with a 10% reimbursement by AoA.

- ▶ MY16: MSRP less 15%
- ▶ MY17: MSRP less 15%
- ▶ MY18: MSRP less 15%

In order to apply for the Audi Employee discounts, employees will need to be in the CRC and list their 3-digit sales code & dealer code on the claim form.

Affiliated Dealership Employees (A0025): Will receive a 14% discount off of MSRP, plus any applicable new Retail incentives, with a 9% reimbursement by AoA.

- ▶ MY16: MSRP less 14%
- ▶ MY17: MSRP less 14%
- ▶ MY18: MSRP less 14%

In order to apply for the Affiliated Employee discount, employees will need to provide a pay stub in their name or business card with dealer affiliation in addition to the claim form.

Dealer Principals & General Managers (A0054): Will receive a 23% discount off of MSRP, plus any applicable new Retail incentives, with a 18% reimbursement by AoA.

Eligible Vehicles: MY16/MY17/MY18 A8 4.0T, S8 and S8 Plus. Vehicle must be new, untitled, and unreported.

- ▶ MY16: MSRP less 23%
- ▶ MY17: MSRP less 23%
- ▶ MY18: MSRP less 23%

In order to apply for the Audi Dealer Principal/General Manager discount, they will need to be in the CRC and list their 3-digit sales code & dealer code on the claim form.

3.) Instructions

- ▶ The dealer must disclose the discounted agreed upon value of the vehicle on the contract as reflected on the DEPP claim form.
- ▶ Dealer will receive the 10% of MSRP reimbursement if they are a Audi Dealership Employee, 9% of MSRP reimbursement if they are an Affiliated Dealership Employee, or 18% of MSRP reimbursement for Dealer Principals/GMs once the deal has been funded.
- ▶ The following documentation is required to be included in all funding packages:
 - ▶ Completed and signed DEPP Claim Form
 - ▶ Proof of Employment (in purchaser's name)
 - ▶ A copy of the vehicle invoice
 - ▶ Signed sales agreement

Marketing Code A0003

Effective: 04/01/2017 - 06/30/2017

Contract Employee Purchase Program (CEPP)

- 1.) **Eligible Vehicles:** All new, untitled, and unreported MY16/MY17/MY18 Audi vehicles.
(Excluding RS 5, RS 7/RS 7 Performance, TT RS, A8 W12, Q5 hybrid, and R8 models)
- 2.) **Program:** Eligible direct and contract employees who finance or lease a new vehicle through AFS will receive a 10% MSRP discount. Dealer will receive a 4% MSRP reimbursement.
- 3.) **Instructions:**
 - ▶ The dealer must disclose the discounted agreed upon value of the vehicle on the contract as reflected on the CEPP claim form.
 - ▶ Dealer will receive the 4% of MSRP reimbursement once the deal has been funded.
 - ▶ The following documentation is required to be included in all funding packages:
 - ▶ Completed and signed AoA / VWGoA CEPP Eligibility Form (A17UCT01)
 - ▶ Completed and signed AFS CEPP Claim Form
 - ▶ A copy of the vehicle invoice
 - ▶ Signed sales agreement

4.) DEPP & CEPP Guidelines

- ▶ Subject to credit approval. All applicants must qualify under AFS standard credit underwriting criteria.
- ▶ No Rent Charge Factor or rate participation allowed. No flats will be paid.
- ▶ Dealership employee must appear as either customer/co-lessee on the contract and must reside in the same household.
- ▶ DEPP & CEPP program may be combined with any AFS Special APR, Lease, and Premier Purchase rates unless noted in future communications.
- ▶ DEPP is compatible with all AoA Loyalty and Acquisition programs unless otherwise noted in future communications.
- ▶ All deals are subject to verification and validation through the reporting system.
- ▶ Please remind customers that they must make at least 11 invoiced payments before paying their account off.
- ▶ Funding packages must be received within 20 days of monthly sales close.

Audi + Audi Financial Services Dealership Employee Purchase



Audi Financial Services Appendix [7]

AFS Marketing Code A0026 (Dealer Employee)
AFS Marketing Code A0025 (Affiliate Employee)
AFS Marketing Code A0054 (Audi Dealer Principal/GM)



This claim form and all supporting documentation must be submitted with the funding package. Please retain copies for the deal jacket at your dealership.

- 1.) **REQUIRED:** Proof of employment (purchaser's name dated within 30 days of vehicle purchase.)
-AND-
- 2.) **REQUIRED:** Vehicle invoice and sales agreement with customer signature reflecting sales price equal to invoice.
-AND-
- 3.) **REQUIRED:** Claim form with GM and customer signatures.

Incentive Calculation:

1.) MSRP (as shown on vehicle invoice)	\$	
2.) DEPP Discount	- \$	
(15% of MSRP for Audi Dealer Employees, 14% of MSRP for Affiliated Dealer Employee, or 23% of MSRP for Audi Dealer Principal/GM)		
3.) Employee Bonus	- \$	
(See bulletin A17UDEP1 for bonus amounts)		
Total Selling Price (1-2-3)	= \$	

Employee Name: _____

Dealership Employee: **Affiliate Employee:** **Audi Dealer Principal/GM:**

(Please check one)

Employee Title & Employee #: _____

Approval Date: _____

Employee Acknowledgement:

By signing below, the customer acknowledges that they have received the full benefit of the consumer incentive:

Employee Signature Date

Printed Name

Dealership Acknowledgement:

By signing below, the dealership verifies that the customer is eligible under the terms of the Official Program Rules. Please see the official rules for full terms and conditions as well as the process for dealership reimbursement.

Authorized Dealership Signature Date

Printed Name & Title

3-Digit Sales Code:

6 Digit Dealer Code:

Claimed VIN:

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