



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA 17-13

Subject: Customer Delight Coding – “Extended Emissions Warranty” Limited Warranty Extension for 3.0L TDI vehicles – Gen 2.1 SUV **Date: Nov 1, 2017**

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.
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AWC 17-13 is published to clarify the claim coding details for the “delight elements” of the “Extended Emissions Warranty” Limited Warranty Extension for 3.0L TDI vehicles – Gen 2.1 SUV

Effective Nov 6, 2017, and until further notice, Audi of America is introducing the following “delight elements” for customers with 3.0L TDI vehicles – Gen 2.1 SUV vehicles with engine code CNRB that are being modified as part of the “Extended Emissions Warranty”.

At the time of modification, dealers are encouraged to offer pick-up and delivery service of affected vehicles, as well as provide a loaner vehicle and fuel to the customer--or, if the customer prefers, alternative means of transportation such as a taxi, Uber, or public transportation.

Claim Coding Guidelines

- ▶ Applicable to 3.0L TDI vehicles – Gen 2.1 SUV vehicles with engine code CNRB at time of modification only.
- ▶ Select only the appropriate/applicable options from the list below.

Fuel*:

Claim type: 1SP
Service Number: AU26
Outside Labor Operation: AU261600
Max Amount: \$40
*Fuel must be on a separate claim line.

Loaner:

Claim type: 1SP
Service Number: A000
Outside Labor Operation: LOAN1600
Max Amount: Labor Rate x 0.50

Pickup and Delivery:

Claim Type: 1SP
Service Number: A000
Outside Labor Operation: PUDL1600
Max Amount: Labor Rate x 0.50



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Public Transportation:

Claim Type: 1SP

Service Number: A000

Outside Labor Operation: A0001600

Max Amount: Labor Rate x 0.5

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