



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-17-14

Subject: Coding instructions for AdBlue® refills after AEM is performed on Gen 2.1 Q7 TDI vehicles

Date: Nov 1, 2017

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective: Nov 6, 2017

After the approved emissions modification (AEM) is performed on a Gen 2.1 Q7 TDI vehicle, the vehicle's AdBlue® usage may increase, and as a result, more frequent refilling of the AdBlue® tank may be required.

As a courtesy to customers, AdBlue® refills will be offered free of charge between service intervals for:

- 10 years or 120,000 miles, whichever occurs first, from the vehicle's in-service date; **OR**
- 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modification

To claim reimbursement for qualifying AdBlue® refills, follow the instructions below:

Claim Entry Instructions	
Service Number	2681
Damage Code	010
Parts Vendor Code	002
Claim Type	1SP
Labor Operation	2688 3500
Material	G 052 910 A2

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.