



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-17-15

**Subject: Sales Preparation Program for New, Unused, Unsold
Gen 2.1 Q7 Vehicles**

Date: Nov 27, 2017

Dealers: U.S., Puerto Rico

This document modifies the
Audi Warranty Policies and
Procedures Manual.

New, unused, unsold Gen 2.1 Q7 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 2049182: *Sales preparation program for new, unused, unsold Gen 2.1 Q7 TDI vehicles.*

Step 1:

- ▶ Review/perform items listed below. Note that repair authorization is not required for these items.
- ▶ See Re-PDI checklist in the IN-FORM tool for all required inspection items.

REVIEW ITEMS

- Check Elsa for any other open recall campaigns aside from 23V5 (Step 4 below). If any are found, perform/close the campaigns and claim separately from this bulletin.
- Ensure that transport mode has been deactivated.
- Perform vehicle detail.
- Check tire pressures. Adjust to specification, if necessary.
- Check torque of all wheel bolts. Adjust to specification, if necessary.
- Check and replace (if necessary) wiper blades
- Perform oil change with filter
- 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
- Check and adjust all other fluid levels (engine coolant, washer solvent, etc.)
- Test drive vehicle for 10 miles to check for other issues
- Ensure that the Re-PDI checklist in the IN-FORM tool is completed.



Warranty Policies and Procedures Bulletin

Step 2:

- ▶ 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 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 3:

- ▶ 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.
- ▶ **Confirm completion of all items in Step 1 and Step 2 by checking them off in the Re-PDI checklist in the IN-FORM tool.**

Step 4:

- ▶ Ensure that the VAS tester is updated to the latest version.
- ▶ Perform Campaign 23V5 emissions modification. The SAGA claim must be approved prior to resale of the vehicle.
- ▶ 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.



Warranty Policies and Procedures Bulletin

Claim Coding

For Step 1:			
Claim Type:	9SP		
Service Number:	X130		
Damage Code:	0010		
Labor Operations:	Step 2 items <u>without</u> battery replacement	01010099	460 TU
	Step 2 items <u>with</u> battery replacement	01010099	550 TU
Fuel:	Outside material : FUEL	Up to \$12.00	
Vehicle Detail:	Outside labor operation A0001600	Up to \$175	
Parts (as needed) :	Wiper Blades Oil / Oil Filter Pollen Filter Brake Fluid Fuel Filter Battery	See ETKA for part numbers	

For Step 2:		
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

For Step 4:
Claim according to Campaign 23V5 bulletin.

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.