



# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA 18-09**

**Subject: Customer Delight Coding – “Extended Emissions Warranty” Limited Warranty Extension for Gen 1.1 TDI vehicles**

**Date: June 4, 2018**

**Dealers: U.S., Puerto Rico**

This document modifies the Audi Warranty Policies and Procedures Manual.

**AWA 18-09 is published to clarify the claim coding details for the “delight elements” of the “Extended Emissions Warranty” Limited Warranty Extension for Gen 1.1 TDI vehicles.**

Effective June 4, 2018, and until further notice, Audi of America is introducing the following “delight elements” for customers with Gen 1.1 TDI vehicles with engine code CATA 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 Gen 1.1 TDI vehicles with engine code CATA 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  
\*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



# Warranty Policies and Procedures Bulletin

---

## **Pickup and Delivery:**

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

## **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](mailto:AudiWarranty@audi.com).