



Warranty Communication

Audi Warranty

Number: AWC-18-07

Subject: Pre-existing Conditions in Regards to the TDI Approved Emissions Modification (AEM) for all Generations of 2.0L TDI and 3.0L TDI Resale, Buyback, TDI Direct, and VCI Auction Vehicles

Date: June 20, 2018

Dealers: U.S., Puerto Rico

This document conveys general Warranty information.

Dealers are to check for pre-existing conditions for all Generations of 2.0L TDI and 3.0L TDI resale, buyback, TDI Direct, and VCI auction vehicles prior to proceeding with the AEM Emissions Recall. Only create an Audi Technical Assistance Center (TAC) ticket if required by applicable recall.

In cases where a pre-existing condition prevents the completion of the AEM, such as vehicle modifications or missing equipment, the dealer must email AudiWarranty@audi.com to request approval to perform the repair. The email should include the estimated repair costs.

Based on the assessment of the repair, a decision will be made to either “approve” or “decline” the request. For “approved” Campaign Authorization Requests, a claim may be submitted in SAGA using the claim coding found below.

The following claim coding should be used in SAGA for approved requests:

Claim Type:	1SP
Service Number:	X117
Damage Code:	0010
Part Manufacturer Code:	444
Labor Operations:	See ElsaPro
Parts:	See ElsaPro (select appropriate failed component as causal)

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