

VWoA Compliance

From: Audi Communications
Sent: Wednesday, June 27, 2018 5:01 PM
To: VWoA Compliance
Subject: Dealer Communication: Important TDI Announcement: Customer Modification Amenities & Updated Modification Requirements



Dealer Communication

To: DP, GM, CPO, Service

From: TDI Dealer Communications, Audi Sales Operations

Important TDI Announcement: Customer Modification Amenities & Updated Modification Requirements

Dear Dealer Partners,

As we continue to work through customer modifications and the increased pace of resale activities, we wanted to touch base with you on a few important issues.

2.0 Liter Customer Returns for Generation 3 Phase 2 Modification

Of the approximately 6,500 Class Action Claimants with Model Year 2015 vehicles that have had the Phase 2 modification applied to their vehicle, roughly 4,200 were prior to the availability of the complimentary oil and filter change claim procedure. As a reminder, participants in the Class Action are entitled to a complimentary oil change and oil filter change at the time of their Phase 2 modification. We will be sending a short email notification to the customers that completed their modification prior to the availability of this bulletin. Each vehicle included in this population has had a warranty key applied to its VIN so that upon the consumer's next visit to the store, the complimentary oil and filter change can be completed and a warranty claim can be submitted. Please refer to Elsa on each of these VINs to confirm availability, and if a consumer believes that they should receive this benefit, but the key is not available, please contact **Audi Warranty** at **1-866-677-2834**.

Please see attached a copy of the bulletin [AWA 18-07](#) for your reference and more details.

2.0 Liter Generation 3 Phase 2 Modifications for Resold Vehicles

Customers that bought a repurchased vehicle that had Phase 1 applied prior to purchase are not eligible for cash compensation upon completion of the Phase 2 Modification. However, we have created a package to entice customers to return to your dealership once they have occurred sufficient mileage to receive their "2B" modification. As a reminder, vehicles with fewer than 40,000 (Automatic Transmission) miles on their odometer at the time of Phase 2 modification will only receive the "2A" modification and will not be eligible to have their Diesel Oxidation Catalyst (DOC) assembly replaced at that time. Once the vehicle has reached 70,000 miles, regardless of transmission, customers will be eligible for a complimentary service that will include a full tank of fuel, an oil and filter change, and tire rotation.

Please see attached a copy of the bulletin [AWA 18-11](#) for your reference and more details.

2.0L Gen 3 Phase 2 Documentation Reminder / Added Functionality


As required with the Phase 2 modification of dealer stock or resale vehicles, EPA window labels must be affixed to the vehicle prior to delivery to the consumer. We have added functionality to the IN-FORM tool

to generate a new EPA window label to be used with the IN-FORM validation if the label is not ready at the time the vehicle is modified.

[Generate EPA Label](#)

3.0 Liter Customer Modifications

All customers that receive a 3.0L modification are eligible for a free fuel refill in addition to the AdBlue Refill as specified within the repair procedures for these vehicles. To increase claim rates for this program and grow customer awareness, we have included a question that must be answered as part of the IN-FORM validation process for these vehicles. We are additionally working with our IT partners to augment the fuel validation process and further grow customer awareness of this benefit.

 **I have verified that the vehicle has a full tank of Diesel fuel (refuel as needed)**

Additionally, as part of Audi's commitment to customers during the extended emissions warranty period for each vehicle, the cost of AdBlue Refills will be covered between regular service intervals. Please review applicable Warranty Bulletins on Audi Warranty Online for your reference and more details. Thank you for your continued support of the program. Any questions on these topics can be addressed to **TDI Dealer Support** at 844-357-7778.

Sincerely,

TDI Dealer Communications

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