



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA 18-13

Subject: Customer Delight Coding – “Extended Emissions Warranty” Limited Warranty Extension for Gen 1.2 TDI vehicles

Date: July 26, 2018

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

AWA 18-13 is published to clarify the claim coding details for the “delight elements” of the “Extended Emissions Warranty” Limited Warranty Extension for Gen 1.2 TDI vehicles.

Effective July 26, 2018, and until further notice, Audi of America is introducing the following “delight elements” for customers with Gen 1.2 TDI vehicles with engine code CATA that are being modified as part of the “Extended Emissions Warranty”.

At the time of modification, the fuel tank refill is mandatory, and dealers will be reimbursed for the full cost of the refill. The fuel tank refill was provided in the booklet that was sent to customers in connection with the TDI settlement.

Dealers are encouraged to offer pick-up and delivery service of affected vehicles, as well as provide a loaner vehicle 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 1.2 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



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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.