



Warranty Communication

Warranty Parts Return Center

Number: AWC-18-10

Subject: Warranty Parts Portal Photo Function

Date: July 28, 2018

Dealers: U.S. Only

This document conveys general
Warranty information.

Effective July 28, 2018, a new tab called **Photo** will be added to the Warranty Parts Portal (WPP) to request photographs and repair documentation of certain parts to reduce the effort to pack and ship warranty parts. The Warranty Parts Return Center (WPRC) will be able to perform a remote warranty part review by using the photographs and select parts that meet a specific analysis criteria prior to issuing a part return request.

Note: This is a pilot program, and will not be completely rolled-out until a later date.

Photo Request Process

1. New photograph requests will be available in the Photo Tab in the Warranty Parts Portal (WPP) (Figure A)

- a. Print the Photo Request Document. Mark the check box next to the SAGA ID and press the Print button. **(Figure A-1 and A-2)**
- b. Click the *Awaiting Photo* status hyperlink to begin the upload process. **(Figure A-3)**

2. Upload the required documentation and photographs (Figure B)

- a. A copy of the repair order must be uploaded in the Repair Order field **(Figure B-1)**
- b. A minimum of one photograph is required in addition to the repair order and comments
 - Up to five photographs or videos can be uploaded in the remaining fields **(Figure B 2-6)**
 - The Photo Request ID on the Photo Request Document should be visible in all photos
 - Part photographs must show the manufacturing defect
 - A short explanation of the manufacturing defect is required in the comments section
 - The request will move to a Photo Uploaded/ Awaiting Review status once submitted

3. Follow-up after uploading the repair order and photographs into the WPP

- a. The WPRC will review the repair order and photographs to verify the defect
 - If the Warranty concern is verified, the photos will be approved and the part will move to the Scrap/Core Tab for you to dispose the parts immediately
 - If the Warranty concern is not verified, the Photo Request will be returned for additional photographs or further explanation



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4. Part Requests after Photo review

- Parts may be requested for return if the manufacturing defect is not verified through photographs
- Parts may be requested for return if the reviewed part meets specific analysis criteria
- Photograph and part requests that cannot be fulfilled by the displayed expiration date are subject to warranty claim charge-back by the WPRC

5. Please review the Photo Function User Guide in Audi Warranty Online, under *Resource Center >> Warranty Parts Return Center*

FIGURE A:

Warranty Parts Portal Truth in Engineering Audi

Home Reports Dealer Profile Help Welcome wppaudlr Testing - 08B21

Warranty Part Disposition

Photo Requested Retention Scrap / Core Exception

SAGA ID / VIN / RO No: SAGA ID / VIN / RO No

Expiration Date From: To: Search Clear

☒ To-Do List ☐ View All

Print Export

Show 10 entries

SAGA ID	Claim No.	VIN	Requested Date	Expiration Date	Photo Transition Status	Photo Review Status	Warranty Claim Amount
A0200 USA44408B2177307 0820180208	77307 08	WA1LHAF70HD056163	05/23/2018	06/06/2018	Photo Requested	Awaiting Photo	\$ 161.88

FIGURE B:

Repair Order and Photo Upload

* Fields are mandatory.
Note: Acceptable extension types: [doc, docx, pdf, bmp, png, jpeg, jpg, tiff, tiff, html, html, mp4, avi, mpeg-4].

1 Repair Order * Browse...

2 Attachment #1 * Browse...

3 Attachment #2 Browse...

4 Attachment #3 Browse...

5 Attachment #4 Browse...

6 Attachment #5 Browse...

Comments: *

Upload

Claim Events History - A0200 USA44408B2177307 0820180208

Show 10 entries

#	Status	Reason	Additional Comments	File1	File2	File3	File4	File5	File6	Added By	Added Date & Time
1	Awaiting Photo									WPP_BATCH	5/23/2018 9:08 AM

Showing 1 to 1 of 1 entries

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