



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-18-15

**Subject: REVISED Timing Chain/Timing Chain Tensioner
Limited Warranty Extension**

Date: Aug 27, 2018

Dealers: U.S., Puerto Rico

This document modifies the
Audi Warranty Policies and
Procedures Manual.

Revised Nov 13, 2018 to include additional coverage information related to consequential engine damage caused by a failed timing chain.

The following Timing Chain/Timing Chain Tensioner warranty extension is applicable for certain Audi vehicles with a 2.0L EA888 engine. Affected vehicles may include:

- A3 (model year 2008 - 2012)
- A4 Avant (model year 2009 - 2012)
- A4 Sedan (model year 2009 - 2013)
- A5 Cabriolet (model year 2010 - 2013)
- A6 (model year 2012)
- Q5 (model year 2011 - 2012)
- TT Coupe (model year 2009 - 2012)
- TT Roadster (model year 2009 - 2012)

Note: This extension only applies to specific vehicles identified with Warranty Key U35.

To determine if a vehicle is eligible for this extension, check in the VIN in ElsaPro >> Vehicle Data. If the warranty extension is applicable to the vehicle, the “Warranty Key” section of the “Vehicle Data” screen in ElsaPro will be populated with Warranty Key U35.

Timing Chain/Timing Chain Tensioner Limited Warranty Extension

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Audi dealer) of a failed timing chain and/or timing chain tensioner for a period of 10 years or 100,000 miles, whichever occurs first, from the vehicle’s in-service date.

The vehicle’s original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a “demonstrator” or “company” car, on the date such vehicle was first placed in service.

What is Covered?

The warranty extension will be subject to the terms and conditions of the original applicable New Vehicle Limited Warranty (other than the extended time/mileage period) and will include the timing chain tensioner, timing chain, and any parts and labor necessary to effectuate a repair. It will apply to all Settlement Class Vehicles irrespective of whether the vehicle has been repaired on or before the effective date of the settlement.



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Damage resulting from abuse, alteration or modification, a collision or crash, vandalism and/or other impact is excluded and not covered under the extended warranty. Repair or replacement under this extended warranty must be performed by an authorized Audi dealer.

Additional Coverage

As an added benefit to settlement class members, and subject to sliding scale percentages (below) based upon the time from the in-service date and the mileage of the vehicle, the scope of the warranty extension has been expanded to also cover a percentage of the cost of repair or replacement (parts and labor) of a damaged or failed engine of a settlement class vehicle, if it has been determined that the cause is directly related to the failure of the vehicle’s timing chain and/or timing chain tensioner within the 10 year/100,000 mile extended warranty period described above.

Repair or replacement under this extension must be performed by an authorized Audi dealer, and is subject to the following time/mileage percentage limits:

Time from original in-service date	Less than 60,000 miles	60,001 to 75,000 miles	75,001 to 85,000 miles	85,001 to 100,000 miles
5 years or less	100% covered	70% covered	60% covered	45% covered
5-7 years	70% covered	60% covered	50% covered	35% covered
7-10 years	60% covered	50% covered	40% covered	25% covered

To aid in administering the above Warranty Extension coverage Matrix, please consider the following when evaluating the time/mileage percentage limits:

- 5 years or less = In-service date through last day of fourth year in service
- 5-7 Years = First day of fifth year in-service through last day of sixth year in-service
- 7-10 Years = First day of seventh year in-service through last day of ninth year in-service

Documents that Must be Provided by the Settlement Class Member

In order to obtain a repair/replacement under the extended warranty, the Settlement Class Member must provide, to the dealer, proof of reasonable adherence to the oil maintenance requirements of the vehicle’s maintenance schedule during the class member’s ownership/lease of the vehicle. Reasonable adherence is considered to be within a 10% variance of scheduled time and mileage maintenance requirements. The proof provided to the dealer must be in the following form:

Documents [i.e., maintenance records, invoices, receipts, etc.] evidencing the Settlement Class Member’s good faith adherence to the relevant aspects of the vehicle maintenance schedule during the time he/she owned the Settlement Class Vehicle, in particular, scheduled oil changes, up to the date/mileage of repair/replacement, within the variance set forth above.

However, in the event maintenance records cannot be obtained despite a good faith effort to obtain them, the Settlement Class Member may submit a sworn declaration detailing what efforts were made to obtain



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the records, why the records are not available, and attesting to adherence to the vehicle maintenance schedule and, in particular, scheduled oil changes, up to the date/mileage of replacement/repair, within the variance set forth above. A standard Vehicle Maintenance Declaration form is included in this communication to provide guidance to you and to customers regarding the requirements for a sworn declaration in the event a customer is unable to obtain the scheduled vehicle maintenance records despite a good faith effort to obtain them. The customers are not required to submit this exact form, but they must submit a written statement, signed under penalty of perjury, containing the information that is requested in this form.

Transferability

The warranty, as extended, is fully transferable to subsequent owners.

Claim Processing

For the Timing Chain/Timing Chain Tensioner Limited Warranty Extension:

Claim Type: 110
Service Number: 1535
Warranty Key: U35

Claim type 2WA Goodwill Settlement Warranty Extension has been created for consequential engine damage caused by a failed timing chain related to this warranty extension.

Claims for consequential engine damage caused by a failed timing chain must be claimed separately to adjust for the varying coverage scenarios:

Claim Type: 2WA
Service Number: 1535

When submitting 2WA claims in SAGA, the system will automatically calculate the percentages. Please leave these fields blank if you chose to manually submit.

Questions or Concerns

Contact Audi Warranty at 866.677.2834 or AudiWarranty@audi.com with questions or concerns related to this limited warranty extension.

Vehicle Maintenance Declaration

Volkswagen/Audi Timing Chain/Timing Chain Tensioner Vehicle Maintenance Declaration

Instructions:

Use this Vehicle Maintenance Declaration as a supporting document if you cannot obtain, despite a good faith effort, maintenance records evidencing your adherence to the relevant aspects of the vehicle maintenance schedule, set forth in the Warranty and Maintenance Booklet for the vehicle, during the time you owned or leased your vehicle.

Carefully read and fill in all applicable fields in the Contact and Vehicle Information and Declaration sections, and sign and date this Declaration.

I. CONTACT AND VEHICLE INFORMATION:

Primary Owner/Lessee First:

MI:

Last:

Secondary Owner/Lessee First (if applicable):

MI:

Last:

Company Name (if applicable):

Address 1:

Address 2:

City:

State:

ZIP Code:

Email:

Phone Number:

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Vehicle Identification Number (VIN):

II. DECLARATION:

The undersigned hereby declares that relevant aspects of the vehicle maintenance schedule, set forth in the Warranty and Maintenance Booklet for the vehicle listed in the Contact and Vehicle Information section of this Vehicle Maintenance Declaration, were adhered to during the time I(we) owned or leased the vehicle, in particular, scheduled oil changes, up to the date/mileage of timing chain, timing chain tensioner, and/or engine replacement and/or repair, within a variance of 10% of the scheduled time/mileage maintenance requirements.

I(we) attempted to obtain copies of documentation evidencing adherence to the relevant aspects of the vehicle maintenance schedule; however, I(we) am(are) not able to provide the documentation. Below is a description of my(our) good faith efforts in attempting to obtain the documentation. *Please list the contact information for the dealer or independent facility from which you attempted to obtain the documentation, the name(s) of the person(s) with whom*

you communicated, the date and manner in which you contacted them, and any relevant information regarding the availability of obtaining copies of the records – if you require more space to provide this information, please attach an addendum to this Vehicle Maintenance Declaration:

All the information that I (we) supplied in this Vehicle Maintenance Declaration is true and correct to the best of my (our) knowledge and belief and this document is signed under penalty of perjury.

If more than one Owner/Lessee, this Claim Form must be signed by all Owners/Lessees.

Signature of Primary Owner/Lessee

Date

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Signature of Secondary Owner/Lessee (if applicable)

Date

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