

VWoA Compliance

From: Audi Communications <audicomunications@audi.com>
Sent: Wednesday, September 30, 2020 6:01 PM
To: VWoA Compliance
Subject: Dealer Communication: Reminders - TDI Approved Emissions Modifications, Emissions Compliant Repairs, corrections and extended warranty



Dealer Communication

To: GM, Service, Warranty
From: Audi Warranty

Reminders - TDI Approved Emissions Modifications, Emissions Compliant Repairs, corrections and extended warranty / warranty policy and loaner vehicle overview

Dear Dealer Partners,

As more vehicles have now been repaired and returned either to their previous owners or new customers, we must remain vigilant to ensure that all Approved Emissions Modifications (AEMs), Emissions Compliant Repairs (ECRs) and AEM Corrections (AEM-Cs), as well as Extended Emissions Warranty (EEW) repairs are done in accordance with our agreements with the EPA, DOJ, the California Attorney General, and the California Air Resources Board.

Although the time period for Eligible Owners and Lessees to receive compensation for an AEM/ECR has ended, Dealers must continue to provide the AEM/ECR and AEM-C at no cost to customers who request it. Please obtain and document the customer's express consent to receive an AEM/ECR or AEM-C.

The following topics cover certain important aspects relating to the completion of the AEM/ECR, AEM-Cs and repairs under EEW. We kindly ask you please review this information and share it with the appropriate personnel in your store to ensure everyone is aware of this important content.

Loaner Vehicles

- For 3.0L vehicles, you must offer alternate transportation when performing any AEM/ECR or AEM-C.
- For 2.0L vehicles, you must offer alternate transportation when performing any AEM or AEM-C that lasts longer than three hours.
- Please note that for both 2.0L and 3.0L vehicles, you must offer alternate transportation when performing any EEW covered repair work that will result in the customer's being without a vehicle for at least 3 hours.
- If the dealership does not have an available loaner, you should work with a rental agency to secure a rental on the customer's behalf and at no expense to the customer. Non-Audi branded rental vehicles are eligible for reimbursement.
- Costs of the loaner or rental vehicle should be covered for the entire duration by the Dealer and reimbursed by VWGoA at a rate of \$35 per day. In the event a customer has to be put into a non-dealer loaner due to parts backorders, etc., the dealer should use the claim coding listed below for the full loaner amount. For these scenarios, please contact Audi Warranty with the necessary documentation to have the edit lifted. The vehicle owner should not pay the expense of the loaner or rental vehicle.

- Claim type: 1SP
- Service Number: A000
- Outside Labor Operations: LOAN1600
- Max Amount: Labor Rate x 0.50

For additional information, please contact Audi Warranty at 866.677.2834.

In-Form tool is still required when performing an AEM/ECR

The technician and service manager are both required to use the IN-FORM tool when performing and validating any AEM or ECR. The IN-FORM tool will guide your technicians through each step of the process, including affixing the required labels, providing customer disclosures, and taking photographs that are necessary in order for you to receive compensation. When completing an AEM or ECR, be sure to complete the four required steps before returning the vehicle to the customer. If you return the vehicle to the customer before completing Step 4 of the IN-FORM Tool, you will be unable to submit the photographs that are required to validate your SAGA claim, which is necessary for you to receive payment.

Extended Emissions Warranty

The EEW takes effect when a vehicle receives the AEM or ECR. While you have been provided with a list of covered components, there are times a repair will be covered even if the part is not on the covered components list. An approved AEM/ECR claim in SAGA is not needed for a vehicle to be eligible for coverage under the EEW. If you encounter a vehicle that has received the AEM or ECR but does not currently have an approved claim in SAGA, please reach out to the Warranty Help line at 866-677-2834. **EEW coverage should be considered and applied anytime a TDI vehicle that has received the AEM/ECR or AEM-C comes in with a MIL on and the vehicle has active EEW coverage. If your question about EEW coverage is not resolved by available resources, please contact the warranty helpline to review if coverage is applicable.**

Please ensure that all members of your service department are familiar with the coverage outlined in the Audi Warranty bulletins.

- When in doubt about whether a component is covered under the EEW, contact the Warranty Helpline immediately at 1-866-677-2834.
- Certain TDI vehicles may still be eligible for coverage under other applicable warranties, including federal or California emissions warranties. Accordingly, Dealers are still required to check each VIN in ElsaPro/Elsa2Go to verify warranty eligibility before starting any repairs or work.

AEMs/ECRs for Vehicles Obtained Through TDI Direct or Other Dealer Program

If you obtain a TDI on the TDI Direct Portal or other Dealer program, please ensure that the AEM/ECR is performed, all other campaigns are closed, required labels are affixed, any required disclosure documents are provided, and a SAGA claim is submitted. These steps are necessary to complete your purchase and receive title to the vehicle. You may not transfer possession of a TDI vehicle to a customer until you have a received the vehicle title.

High Pressure Fuel Pump Failure / Fuel Contamination

The fuel field test requirement was previously removed, and warranty coverage should not be denied based on a failed fuel field test. Please contact the Warranty Helpline before denying any repairs to the High Pressure Fuel Pump or Fuel System on a vehicle with an active EEW.

Glow Plug Control Module

Due to parts supply issues, there is a shortage of glow plug control modules for Model Year 2009 – 2010, Audi Q7 and VW Touareg, 3.0L Gen1.1 TDI vehicles. As an interim step to address this parts shortage until additional new parts can be produced and made available later this year, we are making a number of remanufactured parts available for use in repairs that require replacement of this part. These remanufactured parts have been subjected to disassembly, visual inspection, cleaning, testing to confirm proper function, reassembly and validation testing to ensure that the remanufactured parts are equivalent to original parts in terms of functionality and durability.

IMPORTANT NOTE: Failure to properly administer the processes related to EEW and loaner vehicles may result in a violation of TDI consent decrees that must be reported. While the overwhelming majority of dealers have been incredibly supportive of the obligations laid out, we are obligated to report any violations of the agreements.

We appreciate your continued support in avoiding any potential violations, and allowing your stores, and our teams to remain focused on value adding activities by reinforcing the proper processes with your teams before any issues have a chance to arise.

As always, we appreciate your continued support, effort and partnership through this process.

Thank you,
TDI Dealer Communications

For more dealer communications, visit the [Communications](#) page on iAudi.

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