



# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA-21-01**

**Subject: A/C Evaporator Extended Warranty**

**Date: Feb 12, 2021**

**Dealers: U.S., Puerto Rico**

This document modifies the Audi Warranty Policies and Procedures Manual.

**Effective Reception Date: February 12, 2021**

**The following A/C evaporator warranty extension is applicable for certain Audi vehicles. Affected vehicles may include:**

- A5/S5 and Q5 (Starting model year 2018)
- A4/S4 and Q7 (Starting model year 2017)

**Note: This extension only applies to specific vehicles identified with Warranty Key U43.**

**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 U43.**

## **Evaporator Limited Warranty Extension**

For applicable vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Audi dealer) of a failed A/C evaporator during a period of 10 years or 100,000 miles, whichever occurs first, from the vehicle’s original 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 A/C evaporator and any parts and labor necessary to effectuate a repair. It will apply to all vehicles irrespective of whether the vehicle has been repaired on or before the effective date.

Damage resulting from outside influences, such as but not limited to, 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.



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## Transferability

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

## Vehicle Eligibility

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 U43.

Vehicles with the totaled status are excluded from coverage under this Warranty Extension.

## Claim Processing

For the A/C Evaporator Limited Warranty Extension:

Claim Type: 110

Service Number: 8760

Warranty Key: U43

## Questions or Concerns

Contact Audi Warranty at 866.677.2834 or [AudiWarranty@audi.com](mailto:AudiWarranty@audi.com) with questions or concerns related to this limited warranty extension.