



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-21-04

Subject: Turbo Extended Warranty

Date: April 22, 2021

Dealers: U.S.

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective Reception Date: April 22, 2021

The following Turbo Limited Warranty Extension is applicable for certain Audi vehicles. Affected vehicles may include:

- 2013 through 2016 Audi A4 Sedan & Allroad
- 2013 through 2017 Audi A5 Sedan & Cabriolet
- 2013 through 2017 Audi Q5
- 2012 through 2015 Audi A6

Note: This extension only applies to specific vehicles identified with Warranty Key U46 and “Audi Turbo Extension” contract in Elsa.

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 U46 and the “Extended Warranty” Section will be populated with “Audi Turbo Extension”.

Turbo 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 Turbo during a time period dictated by the categories outlined on this bulletin and in the contract applied on the vehicle visible in Elsa.

This extension only applies to specific vehicles identified with the “Audi Turbo Extension” contract in Elsa.

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 turbo 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.



Warranty Policies and Procedures Bulletin

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.

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 U46 and the “Extended Warranty” Section” will be populated with “Audi Turbo Extension”.

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

Claim Processing

For the Turbo Limited Warranty Extension:

Claim Type: 110
Service Number: 2130
Warranty Key: U46

Questions or Concerns

Customer questions related to reimbursements should be directed to 1-855-907-2083 or visit www.CoolantPumpSettlement.com

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



Warranty Policies and Procedures Bulletin

The following Chart outlines the Warranty Extension for the four Categories of Settlement Class Vehicles:

<p><u>CATEGORY 1:</u></p> <p>“NO COOLANT PUMP RECALL DISCONNECTION OR REPLACEMENT” GROUP</p> <p>If No Electric (After-Run) Coolant Pump Recall Repair was Performed on the Settlement Class Vehicle Prior to April 12, 2021, or Only Recall 19M1 (Software Update) was Performed Prior to April 12, 2021.</p>	<p><u>CATEGORY 2:</u></p> <p>“COOLANT PUMP DISCONNECTION RECALL” GROUP</p> <p>If Recall 19N4 (Disconnection of the Electric (After-Run) Coolant Pump) Was Performed on the Settlement Class Vehicle Prior to April 12, 2021.</p>	<p><u>CATEGORY 3:</u></p> <p>“COOLANT PUMP REPLACEMENT RECALL” GROUP</p> <p>If Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump) was performed on the Settlement Class Vehicle prior to April 12, 2021.</p>	<p><u>CATEGORY 4:</u></p> <p>“COOLANT PUMP PRE-NOTICE NON-RECALL REPAIR OR REPLACEMENT” GROUP</p> <p>If the Settlement Class Vehicle’s Electric (After-Run) Coolant Pump Was Repaired or Replaced Prior to April 12, 2021, But Not Performed Pursuant to Any Recalls or Service Action.</p>
<p>Current owners/lessees of Settlement Class Vehicles will receive an Extended Warranty on the turbocharger, the duration of which will be the greater of 14 months from April 12, 2021, or 9 months from the date the Settlement Class Vehicle’s original New Vehicle Limited Warranty period for the turbocharger expires.</p> <p>If, however, Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump replacement) is performed on the Settlement Class Vehicle by August 10, 2021, the duration of the Warranty Extension for the turbocharger will be 14 months from the date Recall 19O2 was performed or 9 months from the date the Settlement Class Vehicle’s original New Vehicle Limited Warranty period for the turbocharger expires, whichever date occurs later.</p>	<p>In addition to the 4-year warranty extension on the Settlement Class Vehicle’s turbocharger, which was provided as part of Recall 19N4, current owners/lessees of Settlement Class Vehicles will receive an extra 14-month Warranty Extension on the turbocharger, for a total Warranty Extension of 5 years and 2 months (or 62 months), measured from the date on which Recall 19N4 (disconnection of the Settlement Class Vehicle’s Electric (After-Run) Coolant Pump) was performed.</p> <p>This Warranty Extension will apply regardless of whether the 19N8 Service Action (replacement of the Electric (After-Run) Coolant Pump) was subsequently performed on Settlement Class Vehicle.</p>	<p>Current owners/lessees of Settlement Class Vehicles will receive an Extended Warranty on the turbocharger, the duration of which will be the greater of 14 months from the date Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump) was performed or 9 months from the date the Settlement Class Vehicle’s original New Vehicle Limited Warranty period for the turbocharger expires.</p>	<p>Current owners/lessees of Settlement Class Vehicles will receive an Extended Warranty on the turbocharger, the duration of which will be the greater of 14 months from April 12, 2021, or 9 months from the date the Settlement Class Vehicle’s original New Vehicle Limited Warranty period for the turbocharger expires, provided the damage to or failure of the turbocharger was not caused by an improper repair by an entity that is not an authorized Audi dealer or the use of a non-Audi replacement coolant pump.</p> <p>If, however, Recall 19O2 (replacement of the Electric (After-Run) Coolant Pump) is performed on the Settlement Class Vehicle by August 10, 2021, the duration of the Warranty Extension on the turbocharger will be 14 months from the date Recall 19O2 was performed or 9 months from the date the Settlement Class Vehicle’s original New Vehicle Limited Warranty period for the turbocharger expires, whichever date occurs later.</p>