

VWoA Compliance

From: Audi Communications <audicomunications@audi.com>
Sent: Tuesday, February 22, 2022 7:45 AM
To: VWoA Compliance
Subject: Dealer Communication: 90S9 – Q5 Gateway Control Module – Loaner Reimbursement Guidelines



Dealer Communication

To: DP, GM, Sales, Service, CPO, F&I, Warranty
From: Audi Service Operations

90S9 – Q5 Gateway Control Module – Loaner Reimbursement Guidelines

Dealer Partners,

Effective immediately, Audi of America will reimburse rental costs related to the **90S9 (Q5 Gateway Control Module)** campaign in the event that no courtesy loaners are available.

In order to qualify for rental reimbursement, the following conditions must be met:

- The need must be due to a parts delay for the gateway control module related to 90S9 only.
- The rental must be sourced through an outside rental company such as Enterprise.
- Reimbursement amount not to exceed actual cost.
- Dealer loaner vehicles do not qualify for reimbursement.

To claim this reimbursement, please follow the SAGA claiming instructions below:

Claim Type	2SK
Service Number	9035
Damage Category	0010
Labor Operation	LOAN 1600
Amount	Actual Cost
Claim Comments	90S9 Rental Reimbursement + Sales Doc Number

Audi warranty may review claims for accuracy. Rental receipts are required and must be retained with the repair order. Any claim that does not meet the above conditions will be charged-back.

Please reach out to your field representatives with any questions.

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