

VWoA Compliance

From: Audi Communications <audicomcommunications@audi.com>
Sent: Wednesday, September 28, 2022 6:30 AM
To: VWoA Compliance
Subject: Dealer Communication: IMPORTANT: Evaluate TDI Vehicles for Repurchase Prior to Repairs



Dealer Communication

To: DP, GM, Service, Parts, Warranty, CPO
From: VWGoA Aftersales

Evaluate TDI Vehicles for Repurchase Prior to Repairs

Overview: Due to some TDI vehicles having extensive repair histories, repeat repairs, or no repair solution currently available these vehicles will be evaluated for a repurchase. Prior to starting repair you **MUST** contact the Technical Assistance Center.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2010	2016	All TDI Models

Parameters:

To be evaluated for repurchase, the vehicle must meet the following parameters:

- TDI-10-120K-EXT TDI WARRANTY EXTENSION - 10YR/120,000 MI is still active
- Or
- TDI-4-48K-EXT TDI WARRANTY EXTENSION - 4YR/48,000 MI is still active

And one of the following criteria

- Current repair exceeds \$10,000
- Or
- 4th repair visit for the same item
- Or
- No current repair solution

Process:

Open a Web Ticket with the Technical Assistance Center and provide them with the following:

- VIN
- Vehicle Concern
- Estimate of repair
- Open Repair Order (must include the customer name and contact number) either .PDF or .JPEG

The request will be escalated for review. The Customer Resolution & Retention (CR&R) will follow up with the Service Manager to either continue with repairs or that the customer will be contacted to discuss options regarding their vehicle.

Additional Information: The full review may take 5-7 business days.

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