



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-23-11

Subject: Leather Dashboard Delamination Limited Warranty Extension

Date: Nov 1, 2023

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

The following Leather Dashboard Delamination Limited Warranty Extension is applicable for certain Audi vehicles. Affected Vehicles may include:

- 2019-2020 Audi Q8 and e-tron quattro
- 2017-2020 Audi R8

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover a percentage the repair or replacement of the leather dashboard by an authorized Audi dealer for a period of 8 years or 80,000 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

During the time/mileage period specified above, an authorized Audi Dealer will diagnose and replace the leather dashboard at no cost to the customer if the diagnosis confirms that the leather dashboard has a delamination warranty defect. If diagnosis reveals that the vehicle has an unrelated issue(s), diagnosis and any necessary repairs to correct such issue(s) will not be covered under this warranty extension. Please see TSB 2071698 for further information. **Photo documentation is required for all claims submitted against this extension.**

This limited warranty extension does not cover a repair or replacement of the leather dashboard resulting from abuse, misuse, alteration or modification, a collision or crash, vandalism and/or other impact, broken, and/or an outside source or factor including a prior repair performed by a non-dealer. Vehicles with the totaled status and/or salvaged title are excluded from coverage under this Warranty Extension.

Transferability

The warranty, as extended, is fully transferable to subsequent owners, excluding those for the purpose of commercial resale.

Vehicle Eligibility

To determine if a vehicle is eligible for the Leather Dashboard Limited Warranty Extension, check the VIN in Elsa > Vehicle Data. The "Warranty" section of the "Vehicle Data" screen will show Warranty Key "U65" indicating this vehicle is applicable for this Warranty Extension.

SAGA Claiming Procedures

SAGA Claiming Procedures	
Claim Type	1GW
Service Number	7018
Damage Code	0030

Questions or Concerns

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