



## Dealer Communication

**To:** Dealer Principal, General Manager, Sales Manager, Service Manager

**From:** Audi After Sales Operations

**Topic:** Loaner Reimbursement for Campaign 27BQ

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**IMPORTANT UPDATE: Loaner support for customers affected by the 27BQ battery starter generator campaign only applies if there is a part backorder delay.**

Dealer Partners,

Effective immediately, Audi of America will only reimburse the cost of providing an Audi branded loaner to customers if there is a backorder delay on the replacement alternator/part from the PDC. The available alternator inventory continues to improve, and loaner reimbursement should only be submitted if there is a part delay for the replacement alternator.

All replacements parts for the 27BQ campaign must be ordered through AVA and a unique VIN is required for each part ordered. This is done to ensure there is enough inventory to go around throughout the duration of the campaign.

Thank you for your understanding and please reach out to your Audi Field representatives with any questions.

Regards,

Audi After Sales Operations