

# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA-15-05**

**Subject: High Pressure Fuel Pump Limited Warranty Extension  
 Certain 2009-2012 Model Year Audi TDI Diesel  
 Engine Vehicles**

**Date: Revised April  
 17, 2017**

**Dealers: US, Puerto Rico**

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective Reception Date Jun 23, 2015

**High-Pressure Fuel Pump Limited Warranty Extension**

Audi is extending the warranty for the high-pressure fuel pump (HPFP) under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle’s original in-service date, for certain 2009 – 2012 Model Year Audi TDI® Diesel Engine vehicles.

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.

This warranty extension is fully transferable to subsequent owners.

Certain 2010 – 2012 Model Year Audi A3 TDI Vehicles	Certain 2009 – 2012 Model Year Audi Q7 TDI Vehicles
This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump <u>only</u> if: <ul style="list-style-type: none"> <li>▶ the vehicle has an Audi-approved misfueling guard installed <b><i>and</i></b></li> <li>▶ the correct, uncontaminated fuel is present in the vehicle.</li> </ul>	This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump <u>only</u> if: <ul style="list-style-type: none"> <li>▶ the correct, uncontaminated fuel is present in the vehicle.</li> </ul>
Upon confirmation of both the correct, uncontaminated fuel and the installation of the misfueling guard, the high-pressure fuel pump will have coverage under this warranty extension.	Upon confirmation of the correct, uncontaminated fuel, the high-pressure fuel pump will have coverage under this warranty extension.
If the misfueling guard is damaged or absent, or if analysis shows incorrect or contaminated fuel, the vehicle will <u>not</u> have coverage under this extension.	If analysis shows incorrect or contaminated fuel, the vehicle will <u>not</u> have coverage under this extension.
Refer to Technical Service Bulletin Number 2040752 for the applicable repair procedure	Refer to Technical Service Bulletin Number 2040752 for the applicable repair procedure.

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## This warranty extension does *not* cover:

- ▶ Any damage or malfunctions caused by the installation of non-factory components intended to modify the engine and/or allow the vehicle to run on a non-commercially manufactured "alternate" fuel.
- ▶ Other conditions *unrelated* to a faulty high-pressure fuel pump that may cause the MIL and/or glow plug light to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- ▶ Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

## Warranty Extension Coverage Limitations

The warranty and maintenance information that came with the owner's vehicle contains information on the limited warranties applicable to the vehicle. Owners should read these limited warranties carefully to determine their rights and obligations, as this information also applies to the coverage provided to them in this warranty extension.

## Claim Processing

Claim Type: 110

Service Number: 2374

Warranty Extension Key: U25 HPFP Ext 10/120,000 US ONLY

Information in this Bulletin is Warranty Policy. All warranty claims must be submitted in accordance with the most recent edition of the Audi Warranty Policies and Procedures Manual. Claims are subject to review and/or audit by Audi Warranty.



## Frequently Asked Questions (FAQ)

### SUMMARY

**Vehicles Covered:** Certain 2010-2012 model year Audi A3 and certain 2009-2012 Audi Q7 TDI® Diesel engine vehicles that may be eligible for coverage will have a warranty key loaded into ELSA; however the vehicle must be within the time/mileage parameters, and not otherwise be ineligible for warranty coverage (example: totaled status vehicle= not covered). Dealers should check for the warranty key in ELSA to help determine if a vehicle is eligible for consideration under this warranty extension.

**Warranty Extension Description:** Audi has extended the warranty for the high-pressure fuel pump (HPFP) in certain 2010-2012 model year Audi A3 and certain 2009-2012 Audi Q7 TDI® Diesel engine vehicle under specific conditions to 10 years or 120,000 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.

**For Q7 only:** This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump only if correct, uncontaminated fuel is present in the vehicle.

**For A3 only:** This warranty extension covers the diagnosis and replacement of the high-pressure fuel pump only if the vehicle has an Audi-approved misfueling guard installed and only if correct, uncontaminated fuel is present in the vehicle.

**Dealers should refer to the Warranty Bulletin for additional information.**

**Dealers should check for the warranty key in ELSA to validate whether or not a vehicle is included for coverage consideration.**

### What does the driver experience if the high-pressure pump starts to fail/fails?

If the high-pressure fuel pump begins to fail, vehicle performance may be adversely affected; if the vehicle continues to be driven when there is a problem, there is a risk of total pump failure.

A driver with a vehicle experiencing this issue will immediately be made aware of a problem by how the vehicle is performing (vehicle will fall into limp mode), but also by the illumination of indicator lights on the instrument panel indicating a vehicle problem.

As always, whenever a driver experiences vehicle performance issues, it is advised to take the vehicle to an authorized dealer for inspection/diagnosis and repair. Owners should also ensure that they have read their owner's manual and are familiar with the meanings of the vehicle's warning lights and gauges.

### Is a loaner vehicle or towing assistance being covered under this warranty extension?

Should a customer request a loaner vehicle or towing assistance, please follow existing alternate transportation/towing assistance guidelines. Charges for either service cannot be billed against this warranty extension but must be handled separately from the extension.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the Warranty Bulletin. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have warranty-related responsibilities, including service writers, technicians, parts employees, and warranty administrators. Updated FAQ published 07/02/2015



**What is included in the process for a dealer diagnosing a vehicle with a suspected high-pressure fuel pump issue?**

**For Audi Q7 only:** As part of diagnosing a vehicle with a suspected high-pressure fuel pump issue, a dealer will inspect the fuel filler neck to ensure that the factory-installed misfueling guard is installed. If the misfueling guard is present, the dealer will then analyze a fuel sample from the vehicle to determine if the correct, uncontaminated fuel is present. Upon confirmation of both the factory-installed misfueling guard being present and correct, uncontaminated fuel, the high-pressure fuel pump will be replaced at no cost to the customer, as long as the vehicle remains within the time and mileage limit of this warranty extension.

**For Audi A3 only:** As part of diagnosing a vehicle with a suspected high-pressure fuel pump issue, a dealer will inspect the fuel filler neck for a correct misfueling guard. If the misfueling guard is present, the dealer will then analyze a fuel sample from the vehicle to determine if the correct, uncontaminated fuel is present. Upon confirmation of both the misfueling guard and correct, uncontaminated fuel, the high-pressure fuel pump will be replaced at no cost to the customer, as long as the vehicle remains within the time and mileage limit of this warranty extension.

**So if a fuel sample shows incorrect/contaminated fuel, there is no coverage under this warranty extension?**

Correct. If a vehicle does not have the correct, uncontaminated fuel in it, warranty coverage will be denied. At that point, repairs can be performed at customer expense, or the customer may wish to contact their insurance company for coverage assistance.

**Why would a vehicle be denied warranty coverage if incorrect/contaminated fuel is present?**

Use of incorrect/contaminated fuel in a vehicle is considered outside influence.

**What else is not covered under this warranty extension?**

Additionally, this warranty extension will *not* cover:

- Any damage or malfunctions caused by the installation of non-factory components intended to modify the engine and/or allow the vehicle to run on a non-commercially manufactured “alternate” fuel.
- Other conditions *unrelated* to a faulty high-pressure fuel pump that may cause the MIL and/or glow plug light to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle’s emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications is not covered by this warranty extension.

**What if an Audi Q7 does not have the factory-installed misfueling guard present? Does that mean a vehicle will not have coverage under this warranty extension?**

Correct. If an Audi Q7 does not have the factory-installed misfueling guard present, or if the guard has been damaged, warranty coverage will be denied. At that point, repairs can be performed at customer expense, or the customer may wish to contact their insurance company for coverage assistance.

**How can an Audi Q7 customer have the factory-installed misfueling guard repaired/re-installed?**

Because the factory-installed misfueling guard is part of the vehicle’s fuel tank on the Audi Q7, the entire fuel tank would require replacement if the misfueling guard was damaged or removed.

**What if an Audi A3 does not have a misfueling guard installed? Does that mean a vehicle will not have coverage under this warranty extension?**

**IMPORTANT!**

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the Warranty Bulletin. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have warranty-related responsibilities, including service writers, technicians, parts employees, and warranty administrators. Updated FAQ published 07/02/2015



Audi

Correct. If an Audi A3 does not have a misfueling guard installed, or if the guard has been damaged, warranty coverage will be denied. At that point, repairs can be performed at customer expense, or the customer may wish to contact their insurance company for coverage assistance.

#### **How can an Audi A3 customer have a misfueling guard installed?**

In calendar year 2013, 2010-2012 model year Audi A3 TDI® Diesel engine vehicles were included in a service action to have a misfueling guard installed free of charge. This guard acts as an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel the vehicle.

To determine whether or not a vehicle needs a guard installed, customers can visit [www.audiusa.com](http://www.audiusa.com) and enter their Vehicle Identification Number (VIN) into the *Recall/Service Campaign Lookup* tool. Dealers can also use ELSA to check for an open service action.

- If Service Action 20U3 shows “REPAIR NEEDED”, customers should contact an authorized Audi dealer without delay to have a guard installed free of charge before May 31, 2016. After that date, the dealer’s normal parts and labor cost associated with the installation will apply.
- If Service Action 20U3 does **not** show with “REPAIR NEEDED”, or if the misfueling guard has been damaged or is missing, customers should contact an authorized Audi dealer without delay to have the vehicle inspected (and a new guard installed). The dealer’s normal parts and labor cost associated with the installation will apply.

#### **Is this warranty extension transferable to subsequent owners?**

Yes. Should a customer ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

#### **What do customers seeking reimbursement for out-of-pocket expenses need to know?**

Customers seeking reimbursement under this warranty extension should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. If eligibility requirements are met, reimbursement will come directly from Audi, and is not something that a dealership would address. Customers can also contact Audi Customer Experience directly at 800-822-2834 with any questions they may have regarding reimbursement.

#### **Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any warranty extension should contact Warranty.

#### **IMPORTANT!**

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the Warranty Bulletin. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have warranty-related responsibilities, including service writers, technicians, parts employees, and warranty administrators. Updated FAQ published 07/02/2015