

Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-13-01

Date: Feb 27, 2013

Subject: Applicable to Engine Codes CATA, CBEA, CNRB: 2009MY and forward TDI® Clean Diesel Vehicles Using Biodiesel Blended Fuels: Registered in the state of Illinois only

This document modifies the Audi Warranty Policies and Procedures Manual.

Dealers: US, Puerto Rico Dealers

This Warranty Bulletin is applicable to certain 2009MY and forward Audi TDI® Clean Diesel Engine vehicles (with Engine Codes CATA, CBEA, or CNRB) registered in the State of Illinois only.

Review the Audi Care Communication (included in this bulletin) for more details of the Illinois biodiesel topic.

Warranty Coverage Verification!

Biodiesel blends up to B20 may be used in the Illinois-registered TDI® Clean Diesel vehicles.

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. Audi will continue to honor the terms and conditions of the Audi Limited Warranties that came with these vehicles.

Claim Coding for Audi Care:

To substantiate that an Illinois-registered 2009MY and forward Audi TDI® Clean Diesel engine vehicle (with engine code CATA, CBEA, or CNRB) is eligible for interim oil change coverage under Audi Care, attach a copy of the Illinois vehicle registration to the repair order.

Plan	Mileage	Claim Code	Service Number	Labor Op	Labor	Parts
Audi Care	5,000-15,000	S10	0311	03050085	80 TU	Oil Oil Filter
	15,000-25,000	S10	0321			
	25,000-35,000	S10	0330			
	35,000-45,000	S10	0344			
Audi Care Plus	45,000-55,000	S10	0351			
	55,000-65,000	S10	0360			
	65,000-75,000	S10	0370			

Included with this Bulletin are the following documents:

1. Audi Care Communication
2. FAQ relative to subject
3. Customer letter sent by Audi of America



Audi Care

Special Bulletin

15k-45k and 55k-75k
Vehicle Service Plans

Illinois TDI® Clean Diesel customers with Audi Care are eligible for extra oil changes at no charge (engine codes CATA, CBEA, and CNRB).

- ▶ Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 (5%) or less may not be available in Illinois.
- ▶ Using biodiesel blends up to B20 in Audi TDI® powered vehicles (especially those that regularly do a lot of short-distance or stop-and-go driving) may require additional oil changes.
- ▶ Vehicles covered by Audi Care or Audi Care Plus will receive these oil changes at no charge, and AoA will reimburse Audi Dealers for providing them.
- ▶ Only TDI® Clean Diesel engine vehicles registered in Illinois and covered by Audi Care Plans are eligible for these additional no-cost oil changes.
- ▶ Eligible customers are being notified via first-class mail by AoA.
- ▶ There is no set schedule for the additional oil changes. Eligible customers are being advised to check oil frequently when using biodiesel blends up to B20. If they notice a marked increase in the oil level, they are advised to take their vehicle to an Audi Dealer for an oil change.
- ▶ Illinois-registered vehicles covered by this bulletin must be serviced by any Audi Dealer in the U.S. that receives such a request.

Audi will continue to honor the terms and conditions of Audi Limited Warranties that came with these vehicles. Please refer to Warranty Policies & Procedures Bulletin AWA 13-01 for additional information.

TDI



Frequently Asked Questions (FAQ)

Using Biodiesel Blend Fuels in 2009-2013 Model Year Audi TDI® Clean Diesel Vehicles Registered in the State of Illinois

Why are only customers with 2009-2013 model year Audi TDI® Clean Diesel engine vehicles registered in the State of Illinois receiving this information?

2009-2013 model year Audi TDI® Clean Diesel engine vehicles were originally designed to run on “ULSD” – Ultra Low Sulfur Diesel No. 2 – fuel that complies with ASTM D-975 specifications and permits up to a maximum blend of 5% biodiesel (B5).

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. We want to assure our customers with 2009-2013 model year Audi TDI® Clean Diesel engine vehicles registered in Illinois that, even though Illinois state tax incentives for biofuels limit their diesel fuel choices, we will continue to honor the terms and conditions of the Audi Limited Warranties that came with their vehicle.

What is biodiesel fuel?

Biodiesel is a domestically produced, clean-burning and renewable partial substitute for conventional (petroleum) diesel fuel.

How does biodiesel differ from ULSD diesel fuel?

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and affect the quality of the oil.

When a customer uses biodiesel blends in their Illinois-registered TDI® Clean Diesel engine vehicle, what do they need to remember?

- Routinely check the engine oil level. A good time to do this is when you refuel, especially if you regularly do a lot of short distance or stop-and-go driving. This will help you see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) See your Owner’s Manual for additional information on checking the engine oil level in your vehicle.
- If you ever notice that the engine oil level has risen or is above the maximum indicator, contact your authorized Audi dealer or Audi Customer Experience to schedule an oil change – regardless of the time or mileage that has elapsed since you last had an oil change performed.
- Continue to follow the oil change intervals found in the maintenance booklet that came with your vehicle, and use only engine oil that expressly complies with Audi quality standard VW 507 00.
- Refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.
- When your vehicle will be in storage (or not driven) for several weeks or months, please completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

A customer with a subject vehicle registered in the State of Illinois concludes that their vehicle needs an oil change because they believe that the oil level in their vehicle is getting higher due to biodiesel fuel use. Will the oil change be covered under Audi Care even if the vehicle has not yet reached the official oil change interval (as per the maintenance booklet)?

This situation may arise in very rare cases. Customers with subject vehicles inquiring on such cases should be advised that yes, the additional oil change can be performed at no cost, as long as the vehicle is within the time/mileage parameters of Audi Care.

Audi of America, Inc.



Audi of America, Inc.
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Auburn Hills, MI 48326
www.audiusa.com

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: 2009-2013 Model Year Audi TDI® Clean Diesel Vehicles Registered in Illinois
Using Biodiesel Blend Fuels**

Dear Audi TDI Clean Diesel Owner,

As a valued Audi customer, your satisfaction is our utmost priority. Because we support the development and use of renewable fuels (such as biodiesel fuel blends) we are writing to customers who have Audi TDI® Clean Diesel engine vehicles registered in the State of Illinois in order to share some important information about using biodiesel fuel blends in these vehicles.

What is biodiesel?

Biodiesel is a domestically produced, clean-burning and renewable partial substitute for conventional (petroleum) diesel fuel.

Why is it important for me to know about biodiesel fuel blends?

Your vehicle was originally designed to run on “ULSD” - Ultra Low Sulfur Diesel No. 2 – fuel that complies with ASTM D-975 specifications and permits up to a maximum blend of 5% biodiesel (B5).

Due to Illinois state tax incentives for biofuels, biodiesel blends of B5 or less may not be available in Illinois. *However, we want to assure you that Audi will continue to honor the terms and conditions of the Audi Limited Warranties that came with your vehicle.*

Biodiesel blends (up to B20) may be used in your Illinois-registered TDI® Clean Diesel vehicle; however please be aware that biodiesel has characteristics that are different from other kinds of fuel, especially petroleum-based fuels.

How does biodiesel differ from ULSD diesel fuel?

Biodiesel can attract water and also deteriorate with age. Small amounts of biodiesel can get into the engine oil, but unlike petroleum diesel, it does not evaporate over time. This can cause the oil level in the engine to rise and can affect the quality of the oil.



When I use biodiesel blends in my Illinois-registered Audi TDI® Clean Diesel vehicle, what should I remember?

- Routinely check the engine oil level. A good time to do this is when you refuel, especially if you regularly do a lot of short distance or stop-and-go driving. This will help you see if the engine oil level is getting **higher**. (A rising oil level beyond the maximum indicator means an oil change is needed due to the dilution of the oil in the system; a potential characteristic of biodiesel use.) See your Owner's Manual for additional information on checking the engine oil level in your vehicle.
- If you ever notice that the engine oil level has risen or is above the maximum indicator, contact your authorized Audi dealer or Audi Customer Experience to schedule an oil change – regardless of the time or mileage that has elapsed since you last had an oil change performed.
- Continue to follow the oil change intervals found in the maintenance booklet that came with your vehicle, and use only engine oil that expressly complies with Audi quality standard VW 507 00.
- Refuel only at trusted, commercial fueling stations that are located near main highways. These stations are more likely to have “fresh” biodiesel fuels that have not aged significantly.
- When your vehicle will be in storage (or not driven) for several weeks or months, please completely fill the fuel tank. If possible, fill the tank with Ultra Low Sulfur Diesel fuel (ASTM D975 standard Grade No. 2 D S15).

Can we assist you further?

If you have additional questions about your Illinois-registered TDI® Clean Diesel vehicle, please call or write to us at:

*Audi of America, Inc.
Attn: Customer Experience
3800 Hamlin Road, Auburn Hills, MI 48326
1-866-892-AUDI (2834)*

Please keep this letter with your Warranty booklet for future reference, and deliver it to any new owner, along with the owner's manual.

We hope you are enjoying the exceptional performance and fuel economy of your TDI® Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service