



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-17-05

Subject: AdBlue Refill and Oil Change for Gen 1 3.0L TDI vehicles

Date: May 4, 2017

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective: May 4, 2017

Audi of America will be providing one AdBlue refill and one oil change free of charge to customers with 3.0L TDI Gen 1 SUV [Model Year 2009-2012 Q7] vehicles with engine code CATA. (Note that Gen 2 vehicles [Model Year 2013-2015 Q7, and Model Year 2014-2016 A6, A7, A8, and Q5] are not eligible.)

Any customer who owns or actively leases an eligible vehicle is entitled to one AdBlue refill and one oil change (including motor oil, motor oil filter, and associated labor) free of charge for the eligible vehicle at a participating authorized Audi dealer. These services do not need to be performed at the same visit.

Any customer who obtains a buyback or lease termination prior to claiming the AdBlue refill and oil change will no longer be entitled to the AdBlue refill and oil change.

Vehicles eligible for the AdBlue refill and one oil change will be identified with an open Update code 23V8. The oil change and AdBlue refill may be completed separately.

Claim Entry Instructions	
After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <i>open on the day of repair</i> to the repair order.	
Service Number	23V8
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle (New or CPO inventory): DO NOT PERFORM
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action



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Criteria I.D.	OL - Oil Change
	Oil Change (including motor oil, motor oil filter) Labor operation: 0305 00 85 80 TU
Criteria I.D.	SC - AdBlue
	AdBlue Refill Labor operation: 2688 35 00 20 TU

Questions or concerns may be directed to Audi Warranty at 866.677.2834 or AudiWarranty@audi.com.

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.