



# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA 17-17**

**Subject: Customer Delight Coding – Auxiliary Heater Safety  
Recalls 80C5 and 80C6**

**Date: Dec 18, 2017**

**Dealers: U.S., Puerto Rico**

This document modifies the  
Audi Warranty Policies and  
Procedures Manual.

**AWA 17-17 is published to clarify the claim coding details for the “delight elements” for vehicles being modified as part of the 80C5 or 80C6 Safety Recalls.**

Effective Dec 18, 2017, and until further notice, Audi of America is introducing the following “delight elements” for customers with certain MY 2013-2016 A5 Cabriolet, A4 Sedan, allroad, Q5, and A5 coupe vehicles that are being modified as part of the 80C5 or 80C6 Safety Recalls.

At the time of modification, dealers are encouraged to offer pick-up and delivery service of affected vehicles, as well as provide a loaner vehicle and fuel to the customer--or, if the customer prefers, alternative means of transportation such as a taxi, Uber, or public transportation.

## **Claim Coding Guidelines**

- ▶ Applicable to certain MY 2013-2016 A5 Cabriolet, A4 Sedan, allroad, Q5, and A5 coupe vehicles that are being modified as part of the 80C5 or 80C6 Safety Recalls.
- ▶ Select only the appropriate/applicable options from the list below.

### **Fuel\*:**

Claim type: 1SP  
Service Number: AU26  
Outside Labor Operation: AU261600  
Max Amount: \$40  
\*Fuel must be on a separate claim line.

### **Pickup and Delivery:**

Claim Type: 1SP  
Service Number: A000  
Outside Labor Operation: PUDL1600  
Max Amount: Labor Rate x 0.50

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