



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-19-06

Subject: Engine Water Pump Extended Warranty

Date: Dec 3, 2019

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

Effective Reception Date: December 3, 2019

The following engine water pump warranty extension is applicable for certain Audi vehicles with a 2.0L EA888 engine. Affected vehicles may include:

- A3 (model year 2008 - 2013)
- A4 (model year 2009 - 2014)
- A5 (model year 2009 - 2014)
- Q5 (model year 2011 - 2014)
- A6 (model year 2012 - 2014)
- TT (model year 2009 - 2014)

Note: This extension only applies to specific vehicles identified with Warranty Key U39.

To determine if a vehicle is eligible for this extension, check in the VIN in ElsaPro >> Vehicle Data. If the warranty extension is applicable to the vehicle, the “Warranty Key” section of the “Vehicle Data” screen in ElsaPro will be populated with Warranty Key U39.

Engine Water Pump Limited Warranty Extension

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Audi dealer) of a failed primary engine water pump (“water pump”) during a period of 10 years or 100,000 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.

What is Covered?

The warranty extension will be subject to the terms and conditions of the original applicable New Vehicle Limited Warranty (other than the extended time/mileage period) and will include the water pump and any parts and labor necessary to effectuate a repair. It will apply to all Settlement Class Vehicles irrespective of whether the vehicle has been repaired on or before the effective date of the settlement.

Damage resulting from improper coolant, outside influences, such as but not limited to, abuse, alteration or modification, a collision or crash, vandalism and/or other impact is excluded and not covered under the



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extended warranty. Repair or replacement under this extended warranty must be performed by an authorized Audi dealer.

Coverage for Consequential Damage Directly Caused By a Water Pump Failure

The scope of the warranty extension will also cover a percentage of the cost of repair or replacement (parts and labor) of a damaged or failed engine of a settlement class vehicle, if it has been determined that the cause is directly related to the failure of the vehicle’s Primary Engine Water Pump within the 10 year/100,000 mile extended warranty (whichever occurs first) period described above. The percentage of coverage will be based on the proration percentages in the table below:

Time from original in-service date	Less than 50,000 miles	50,001 to 60,000 miles	60,001 to 70,000 miles	70,001 to 80,000 miles	80,001 to 100,000 miles
4 years or less	100% covered	70% covered	50% covered	40% covered	25% covered
4-5 years	70% covered	50% covered	40% covered	30% covered	20% covered
5-6 years	50% covered	40% covered	35% covered	25% covered	15% covered
6-7 years	40% covered	30% covered	25% covered	20% covered	10% covered
7-8 years	30% covered	25% covered	20% covered	15% covered	10% covered
8-10 years	25% covered	20% covered	15% covered	10% covered	5% covered

To aid in administering the above Warranty Extension coverage Matrix, please consider the following when evaluating the time/mileage percentage limits:

- 4 years or less = In-service date through last day of third year in service
- 4-5 Years = First day of fourth year in service through last day of fourth year in-service
- 5-6 Years = First day of fifth year in service through last day of fifth year in-service
- 6-7 Years = First day of sixth year in service through last day of sixth year in-service
- 7-8 Years = First day of seventh year in service through last day of seventh year in-service
- 8-10 Years = First day of eighth year in service through last day of ninth year in-service

Water Pump Failure Resulting in Engine Replacement

Per the Class Action Settlement, the customer is entitled to 100% coverage for the replacement of the Water Pump. In situations when the replacement engine contains a new Water Pump, the Customer pay portion of the prorated repair will be reduced by up to \$950.00. This reduction should be claimed as Outside Labor on the 2WA claim line.

Eligibility – Documents that Must be Provided by the Settlement Class Member



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In order to obtain a repair/replacement under the extended warranty, the Settlement Class Member must provide the dealer with either records/receipts, or a signed declaration (if they cannot obtain the records), showing that the proper coolant was used and that the coolant was checked in accordance with whatever timing/schedule applies to their vehicle, within a 10% variance on time/mileage.

Transferability

The warranty, as extended, is fully transferable to subsequent owners.

Vehicle Eligibility

To determine if a vehicle is eligible for this extension, check in the VIN in ElsaPro >> Vehicle Data. If the warranty extension is applicable to the vehicle, the “Warranty Key” section of the “Vehicle Data” screen in ElsaPro will be populated with Warranty Key U39.

Vehicles with the totaled status are excluded from coverage under this Warranty Extension.

Claim Processing

For the Water Pump Limited Warranty Extension:

Claim Type: 110
Service Number: 1950
Warranty Key: U39

Claim type 2WA Goodwill Settlement Warranty Extension has been created for consequential engine damage caused by a failed water pump related to this warranty extension. Claims for consequential engine damage caused by a failed water pump must be claimed separately to adjust for the varying coverage scenarios:

Claim Type: 2WA
Service Number: 1950

When submitting 2WA claims in SAGA, the system will automatically calculate the percentages. Please leave these fields blank if you chose to manually submit.

Questions or Concerns

Contact Audi Warranty at 866.677.2834 or AudiWarranty@audi.com with questions or concerns related to this limited warranty extension.