



Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-22-03

Subject: DSG Limited Warranty Extension

Date: Apr 15, 2022

Dealers: U.S., Puerto Rico

This document modifies the Audi Warranty Policies and Procedures Manual.

The following DSG warranty extension is applicable for certain Audi vehicles. Affected vehicles may include:

- Model year 2010-2012 S4 and S5

Note: This extension only applies to specific vehicles identified with Warranty Key U54.

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 U54.

DSG 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 diagnosed condition of shuddering, juddering, rough shifting or improperly entering “limp mode” of the vehicle’s transmission for a period of 9 years or 90,000 miles, whichever occurs first, from the vehicle’s 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 DSG Transmission and any parts and labor necessary to effectuate a repair. The repair to be performed by the dealer under the Warranty Extension will consist either of a replacement of the mechatronics unit of the transmission or a replacement of the entire transmission, as determined by the dealer. 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 abuse, alteration or modification, a collision or crash, vandalism and/or other impact is excluded and not covered under the extended warranty. Repair or replacement under this extended warranty must be performed by an authorized Audi dealer.



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The percentage of coverage to the customer of the cost of the Extended Warranty repair (parts and labor) is determined by the following “sliding scale” percentages which are based upon the age and mileage of the Covered Vehicle (from its in-service date) at the time of the extended warranty repair.

Repair or replacement under this extension must be performed by an authorized Audi dealer, and is subject to the following time/mileage percentage limits:

Time from In-Service Date	Up to 50,000 miles	50,001 to 60,000 miles	60,001 to 70,000 miles	70,001 to 80,000 miles	80,001 to 90,000 miles
Up to 4 years	100% (under original warranty)	85%	75%	65%	50%
4-5 years	85%	80%	70%	60%	45%
5-6 years	75%	70%	60%	50%	40%
6-7 years	70%	65%	55%	45%	35%
7-8 years	65%	55%	45%	40%	30%
8-9 years	55%	45%	35%	30%	20%

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
- 8-9 Years = First day of eighth year in-service through last day of eighth year in-service

Documents that Must be Provided by the Settlement Class Member

In order to obtain a repair/replacement under the extended warranty, the Settlement Class Member must provide, to the dealer, proof of reasonable adherence to the transmission oil maintenance requirements of the vehicle’s maintenance schedule during the class member’s ownership/lease of the vehicle. Reasonable adherence is considered to be within a 10% variance of scheduled time and mileage maintenance requirements. The proof provided to the dealer must be in the following form:



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Documents [i.e., maintenance records, invoices, receipts, etc.] evidencing the Settlement Class Member's good faith adherence to the relevant aspects of the vehicle maintenance schedule during the time he/she owned the Settlement Class Vehicle, in particular, scheduled transmission oil changes, up to the date/mileage of repair/replacement, within the variance set forth above.

However, in the event maintenance records cannot be obtained despite a good faith effort to obtain them, the Settlement Class Member may submit a sworn declaration detailing what efforts were made to obtain the records, why the records are not available, and attesting to adherence to the vehicle maintenance schedule and, in particular, scheduled transmission oil changes, up to the date/mileage of replacement/repair, within the variance set forth above. A standard Vehicle Maintenance Declaration form is included in this communication to provide guidance to you and to customers regarding the requirements for a sworn declaration in the event a customer is unable to obtain the scheduled vehicle maintenance records despite a good faith effort to obtain them. The customers are not required to submit this exact form, but they must submit a written statement, signed under penalty of perjury, containing the information that is requested in this form.

Reimbursement for the Past Paid Cost of a Covered Transmission Repair:

Customers who, prior to March 11, 2022, and within 9 years or 90,000 miles (whichever occurred first) of the Covered Vehicle's in-service date, paid out-of-pocket expenses for a repair to correct a diagnosed condition of shuddering, juddering, rough shifting or improperly entering "limp mode" of the transmission may be eligible to submit, to the Settlement Claim Administrator, a claim for reimbursement of a percentage of the paid repair cost (parts and labor), subject to the same sliding scale referenced above and limited to one (1) such past repair. This part of the settlement, including all claims and issues relating to reimbursement, will be handled exclusively by the Settlement Claim Administrator. It is not handled by AoA.

Transferability

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

Claim Processing

For the DSG Limited Warranty Extension:

Claim Type: 110

Service Number: 3435

Warranty Key: U54

Questions or Concerns

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