

VWoA Compliance

From: Audi Communications <audicomunications@audi.com>
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To: VWoA Compliance
Subject: Dealer Communication: 3G Turndown (91CD) Warranty Claim Documentation



Dealer Communication

To: GM, Service, Warranty
From: Audi After Sales

3G Turndown (91CD) Warranty Claim Documentation

The 91CD campaign was launched in response to the 3G turndown which took place on February 22nd, 2022 impacting over 200k of our customers. The motion for Audi Connect solution was introduced as a customer satisfaction program to restore the critical safety and security services our customers lost as a result of the 3G turndown.

In order for customers to gain access to their lost features, customers must activate the motion for Audi Connect app. Some customers may wish to only have the necessary hardware installed without activating the app.

Effective **November 1, 2022**, all SAGA claims for campaign 91CD where a customer has declined app activation must include the corresponding Repair Order with an RO line indicating that the customer has declined app activation. This RO line must also include the customer's signature.

After this date, all claims for 91CD completion without app activation which do not include the RO line details above will be subject to chargeback. We hope that this step will give our dealers the opportunity to reinforce the importance of app activation with our customers.

For any questions regarding this information, please contact Audi Warranty.

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