

# VWoA Compliance

**From:** Audi Communications <audicomunications@audi.com>  
**Sent:** Thursday, December 22, 2022 5:30 PM  
**To:** VWoA Compliance  
**Subject:** Dealer Communication: IMPORTANT: Support for Customers Affected by Alternator Back-order



## Dealer Communication

**To:** DP, GM, Sales, Service  
**From:** Audi After Sales and Sales Operations

### IMPORTANT: Support for Customers Affected by Alternator Back-order

Dealer Partners,

Audi of America (AoA) is pleased to announce the following programs designed to support customers affected by the alternator back-order.

#### Audi Branded Loaner Support

Effective immediately, as of 12/22/2022, Audi of America will reimburse the cost to provide Audi branded loaner support to customers affected by alternator failures and awaiting parts replacement.

In order to qualify for this reimbursement, the following conditions must be met:

- The loaner need must be due to a parts delay for the alternator.
- The loaner must be a branded Audi vehicle, sourced internally or through Audi on demand.
- Reimbursement amount may not exceed \$30.00 per day.

To claim this reimbursement, please follow the SAGA claiming instructions below:

Claim Type	2SK
Service Number	2726
Damage Category	0015
Labor Operation	LOAN 1600
Amount	\$30/Day not to exceed total cost
Claim Comments	Loaner provided for alternator failure

Audi Warranty may review claims for accuracy. Documentation of loaner support must be retained with the repair order. Any claim that does not meet the above criteria will be charged-back.

#### Alternator 3.0L Customer Outreach Program

Alternately, customers may take advantage of a \$1,000 incentive towards the purchase or lease of a **new** Audi. This incentive is incremental to any other eligible and applicable incentives currently in-market. Please see bulletin **A22UCOP2** for further program details.

#### Alternator Dealer Inventory Assistance Program

Dealer taking affected customer vehicles in on trade and placing them in dealer inventory are eligible for Inventory Assistance until such time as remedy parts are available. These vehicles will receive varying levels of support based on model year/model as specified within the bulletin. Please see bulletin **A22UINV9** for further program details.

Please reach out to your field representatives with any questions.

*For more dealer communications, visit the [Communications](#) page on iAudi.*

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