



# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA-23-02**

**Subject: CV Joint Limited Warranty Extension**

**Date: Jan 12, 2023**

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

This document modifies the Audi Warranty Policies and Procedures Manual.

The following CV Joint Limited Warranty Extension is applicable for certain Audi vehicles. Affected Vehicles may include:

- 2018 Q5, Q7
- 2019 A6, A7, A8, Q5, Q7, Q8, e-tron
- 2020 A6, A7, A8, Q5, Q8

**Note: This extension only applies to specific vehicles identified with Warranty Key U53.**

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 U53.

## CV Joint Limited Warranty Extension and What is Covered

Effective on 01-12, 2023, for applicable vehicles, the New Vehicle Limited Warranty will be extended to cover repair or replacement (by an authorized Audi dealer) of a CV Joint for a period of 5 years or 60,000 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.

During the time/mileage period specified above, an authorized Audi Dealer will diagnose and replace the CV Joint at no cost to the customer if diagnosis confirms that the CV Joint has failed from a warranty defect. Please see ElsaPro repair manual for further information on the diagnosis and repair process.

If diagnosis reveals that the vehicle has an unrelated issue(s), diagnosis and any necessary repairs to correct such issue(s) will not be covered under this warranty extension.

### Additional information

This warranty extension does not cover damage or malfunctions caused by outside influence, such as an accident, or vehicle misuse or neglect, nor does it cover repairs that are necessary for proper diagnosis of these conditions or that are required to bring the vehicle up to factory specifications.

### Transferability

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

### Claim Processing For the CV Joint Limited Warranty Extension:

Claim Type: 1GW

Service Number: 4012

Damage type: 0010

### Questions or Concerns

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