

VWoA Compliance

From: Audi Communications <audicomunications@audi.com>
Sent: Tuesday, February 7, 2023 4:31 PM
To: VWoA Compliance
Subject: Dealer - IMPORTANT: Alternator Reimbursement Update



Dealer Communication

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

IMPORTANT UPDATE: Revision to Loaner support for customers affected by alternator back-order – Reimbursement Guidelines

Dealer partners,
Effective from February 1, 2023, reimbursement of costs associated in providing loaner support to customers affected by alternator failures awaiting parts replacement will continue with the following changes:

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

- The need must be due to a parts delay for the alternator
- Every effort must be made to ensure the customer is provided an Audi branded loaner vehicle

In cases where this is not possible, the customer may be provided a loaner vehicle sourced outside of the dealership

- Reimbursement amount must not exceed \$50 per day
- Claims apply to vehicles within the NVLW, and have an active warranty key **U56**.

To claim this reimbursement, please see claim coding chart below:

Costs for loaners from January 1, 2023 forward	
Claim Type	1GW
Service Number	S286
Damage Category	0010
Manufacturer Code	AUN
Outside Labor Operation	S28616AZ
Amount	\$50 per day
Claim Comments	Appropriate claim, cause, correction and date range that loaner was provided for alternator failure

Costs for loaners dated prior to January 1, 2023	
Claim Type	2SK
Service Number	2726
Damage Category	0010
Manufacturer Code	002
Outside Labor Operation	LOAN1600
Amount	\$50 per day
Claim Comments	Appropriate claim, cause, correction and date range that loaner was provided for alternator failure

**For CAP claims previously submitted, no further action is required.*

Claims may be reviewed 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 \$5,000 incentive towards the purchase or lease of a **new** Audi, as well as a four year Audi Care Package. This incentive is incremental to any other eligible and applicable incentives currently in-market. Please see bulletin **A23UCPO1** for further program details.

Alternator Dealer Inventory Assistance Program

Dealers who have affected CPO, and pre-owned Audi vehicles in inventory, which are grounded due to the Alternator 3.0L back order are eligible for Inventory Assistance. 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.

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