



# Warranty Policies and Procedures Bulletin

**Audi Warranty**

**Number: AWA-23-09**

**Subject: Sunroof Limited Warranty Extension**

**Date: Aug 22, 2023**

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

This document modifies the Audi Warranty Policies and Procedures Manual.

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

- 2019, 2020 and 2021 Audi Q3
- 2019, 2020 and 2021 Audi Q8
- 2019, 2020 and 2021 Audi e-tron

For applicable Settlement Class Vehicles, the New Vehicle Limited Warranty will be extended to cover a percentage the repair or replacement of the Sunroof by an authorized Audi dealer at a prorated basis for 7 years or 80,000 miles, whichever occurs first, from the vehicle's original 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

During the time/mileage period specified above, an authorized Audi Dealer will diagnose and address a condition of leakage and water ingress into the vehicles interior from the Sunroof while in the fully closed position and address consequential damage as a direct result of the water ingress.

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.

This limited warranty extension does not cover a repair or replacement of the Sunroof to address leakage and liquid ingress condition resulting from abuse, misuse, alteration or modification, a collision or crash, vandalism and/or other impact, failure to properly or fully close the Sunroof, broken, cracked or damaged Sunroof glass or other components, improper maintenance (failure to inspect for clogged drains), and/or an outside source or factor including a prior repair performed by a non-dealer.

Vehicles with the totaled status and/or salvaged title are excluded from coverage under this Warranty Extension.

The percentage of coverage will be based on the proration percentages in the tables below. Refer to the table for the applicable model year of the settlement class vehicle:

Model Year 2019 New Vehicle Limited Warranty 6 Years / 72,000 Miles				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
3-4 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
4-5 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
5-6 years	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)	100% (under original warranty)
6-7 years	100% (under original warranty)	90%	80%	65%



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Model Year 2020-2021 New Vehicle Limited Warranty 4 Years / 50,000 Miles				
Time from In-Service Date	Up to 36,000 miles	36,001 to 50,000 Miles	50,001-72,000 Miles	72,001-80,000 Miles
3 years or less	100% (under original warranty)	100% (under original warranty)	80%	60%
3-4 years	100% (under original warranty)	100% (under original warranty)	75%	60%
4-5 years	85%	80%	70%	60%
5-6 years	75%	70%	65%	60%
6-7 years	60%	50%	40%	35%

## Transferability

The warranty, as extended, is fully transferable to subsequent owners, excluding those for the purpose of commercial resale.

## Vehicle Eligibility

To determine if a vehicle is eligible for the Sunroof Limited Warranty Extension, check the VIN in Elsa > Vehicle Data. The “Warranty” section of the “Vehicle Data” screen will show Warranty Key “U63 Sunroof WrtlyExt 7y/80K Prorated Coverage” indicating this vehicle is applicable for this Warranty Extension.

## SAGA Claiming Procedures

Dealers must use the following Claim Type and Service Number when submitting warranty extension claims for covered at 100% for the Sunroof Class Action Limited Warranty Extension.

SAGA Claiming Procedures	
Claim Type	1GW
Service Number	6028
Damage Code	0050
Vendor Code	Identified on the failed component
Causal Indicator	Failed Sunroof Component

\*Refer to Elsa for all applicable Service Numbers under the 60 Group. Only causal components prone for water leakage are eligible. Causal components not related to water leakage/ingress are not applicable for this extension.

All claims covered at a prorated amount must be claimed as the 2WA Claim Type to adjust for the varying coverage scenarios.

SAGA Claiming Procedures	
Claim Type	2WA
Service Number	6028
Damage Code	0050
Vendor Code	Identified on the failed component
Causal Indicator	Failed Sunroof Component
Percentage	Refer to proration percentages above based on vehicle’s time/mileage in service.

\*Refer to Elsa for all applicable Service Numbers under the 60 Group. Only causal components prone for water leakage are eligible. Causal components not related to water leakage/ingress are not applicable for this extension.

Submit all documentation for claims to Doc-IT.

This tool will serve to provide a repair estimate that can be shared with the customer to demonstrate their potential repair costs for vehicles that fall under the prorated coverage under the terms of the warranty extension. Estimates are only an approximation of charges based on the anticipated details of the work to be done and could be subject to change.

## Questions or Concerns

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