



## Audi of America, Inc.



**Audi**

3800 Hamlin Road  
Auburn Hills, MI 48326  
Tel. (248) 754-5000

August 2004

Subject: Warranty Extension for 1997 - 2004 Model Year Audi A4 Sedan, Avant, or Cabriolet  
Equipped with 1.8L Turbo Engine

Dear Audi Owner,

We are writing to inform you that Audi is providing a warranty extension covering certain "oil sludge" related repairs on 1997 - 2004 model year Audi A4 equipped with 1.8L Turbo engines. Our records show that you are the owner of one of these vehicles.

### What **is** the **Issue**?

Some Audi owners have reported engine component problems resulting from a condition known as "oil sludge." Engine oil sludge occurs when old, dirty engine oil thickens and cannot continue to provide adequate engine lubrication. This condition occurs primarily when the engine is operated at oil change intervals beyond those prescribed in your owner's manual, or when oil with lower quality than Audi recommended standard is used.

A vehicle with engine oil sludge may exhibit a constantly **or** occasionally illuminated Red Engine Oil Pressure Warning light.

Please note that other conditions may also cause this symptom and that the presence of this symptom does not necessarily mean oil sludge exists in your engine.

### What **Will** Audi **Do**?

After listening to you, our valued customers, Audi is implementing an extended warranty for oil sludge related repairs for 1997 - 2004 model year Audi A4 equipped with the 1.8L Turbo engines to **8** years from the vehicle's original in-service date without a mileage limitation. This extended warranty is fully transferable to any subsequent owner. This extended warranty does not affect - and is in addition to - any other applicable warranty covering your vehicle.

Audi will cover necessary engine repairs if oil sludge causes a malfunction in your engine and you can provide documentation of oil changes according to the maintenance schedule for your vehicle.

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.

This warranty extension does not cover normal wear and tear or engine damage due to improper maintenance.

#### What We Would Like **You To Do**

If your engine ~~is~~ running normally Audi strongly recommends that you maintain your vehicle as prescribed in the enclosed Owner's Manual insert. No other action is required.

If you are not following the recommended oil change intervals and procedures, this extended warranty may not apply. Please follow the maintenance schedule as prescribed in the enclosed owner's manual insert.

A list of oils that (as of printing date) conform to the Audi recommended standard is enclosed

If your vehicle has symptoms of engine oil sludge malfunctions as described in this letter, please contact your authorized Audi dealer and arrange for an appointment so that your vehicle can be serviced without delay.

Please keep this letter with your Warranty Booklet and deliver it to any new owner, along with the Owners Manual.

#### Reimbursement of Expenses

If you have previously paid for a repair as a result of an engine oil sludge related concern that is described in this letter, and you can provide documentation of maintenance completed by an authorized Audi dealer or professional licensed repair facility according to the maintenance schedule for your vehicle, you may be entitled to reimbursement. We would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

We regret any inconvenience this matter has caused or may cause in the future. We wish you many more years of driving pleasure with your vehicle. Thank you for your continued loyalty!

Sincerely,



Marc Trahan  
Director of Product Management and Quality

**Oil Sludge Warranty Extension Reimbursement Claim Form**



**Audi**

**AUDI OF AMERICA, INC.**  
**Attn: Oil Sludge Warranty Ext. Reimbursement**  
**3499 W. Hamlin Road**  
**Rochester Hills, MI 48309**

Please mail this claim form and required documentation to:

All reimbursement questions should be directed to the following  
number: 1-800-822-2834

VIN

Evening Phone:   -   -     
Daytime Phone:   -   -

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS FORM:**

1. Copies of receipts, invoices and/or repair orders relating to this warranty extension are acceptable. **PLEASE NOTE: DOCUMENTS WILL NOT BE RETURNED.** Please tape to an 8 1/2 x 11 sheet of paper, all documents that are smaller than 8 1/2 x 11 in size. **DO NOT STAPLE DOCUMENTS.**
2. All documentation must include:
  - Documents such as: stamped maintenance book or receipts from an authorized Audi dealer or professional licensed repair facility showing proof of proper maintenance according to Audi's guidelines.
  - The name and address of the person who paid for the repair.
  - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
  - What problem occurred, what repair was done, and who performed it.
3. Copy of the payment (cancelled check, bank statement, etc.) for the repair in question and date of payment. Requests for reimbursement may include parts, labor, fees and taxes.

**In addition:**

- Reimbursement may be limited to the amount the repair would cost if completed by an authorized Audi dealer.
- Your claim will be acted upon within 60 days of receipt.
- If your claim is approved, you will receive a check from Audi of America, Inc.
- If your claim is incomplete, you will be contacted by Audi identifying the documentation that is needed to support your claim and offered the opportunity to resubmit additional documentation.
- If your claim is denied, you will be contacted by Audi concerning the reason(s) for the denial.

My signature to this document attests that all statements made in support of my request for reimbursement are true and the accompanying documents are actual copies reflecting the actual expense(s) I incurred related to this customer campaign.

Customer's Signature \_\_\_\_\_