



To **Audi Approved Panel Shop Managers**  
**Audi Approved Panel Shop Estimator**  
**Audi Approved Panel Shop Foreman**

## Audi Genuine Products

Dear Colleagues,

Audi Australia wishes to remind you that only Audi genuine products or products from the paintwork suppliers that have been approved by the manufacturer may be used for body repair work and they must be used according to the manufacturer's instructions. Only these products fulfil all the requirements to maintain the paintwork and corrosion guarantee.

**Audi** Australia

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### 1. Paint guarantee

Only the below paint refinish systems have been approved for Audi:

- GLASURIT
- PPG
- SIKKENS
- SPIES HECKER
- STANDEX

Warranty claims after rework must be directed to the respective paint supplier for paintwork related concerns.

### 2. Corrosion guarantee

We cannot honor warranty claims if:

- Damage to the body or the paint has not been promptly repaired in accordance with the manufacturer's recommendations.
- Corrosion perforation is directly attributable to the fact that earlier bodywork repairs were performed without genuine factory materials and replacement components and/or using procedures that did not comply with the factory recommendations and guidelines.
- Paintwork defects at the owner's fault (lack of care) or accident damage are not repaired in accordance with the manufacturer's specifications.

### **Corrosion guarantee continued**



To ensure that the long-term body corrosion protection remains valid following accident repairs, the following Audi genuine products **MUST** be used in all applicable repair procedures:

- Cleaning and pretreatment
- Body fillers
- Corrosion protection
- Bonding – Panel/Glazing
- Sealers
- Under Body Protection/ Cavity WAX

### **3. Audi genuine products**

A full list of products including their specific use and technical data can be found in the **Audi Paintwork Guidelines** which can be accessed via [ElsaPro](#).

To assist you in identifying the correct product please see the attached Audi Genuine Products reference guide.

Detailed information can be found on Audi Training Online, Service TV program “STV\_0505\_Chemical substances in vehicle body repair and in assembly work” and “STV\_0215\_Windcreens & aero wipers”

As always it is also imperative that the latest information available through ElsaPro, Audi Paintwork Guideline's and ETKA is consulted and followed during every vehicle repair.

Kind regards,

**Gareth Wright**  
Product Support Specialist