Audi Warranty and Roadside Assistance

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Your new Audi

Congratulations on the purchase of your new Audi, we would like to let you know about some of the benefits you can enjoy.

The Owner's Manual
Please read the Owner's Manual and any additional literature carefully as soon as possible.

Treating your vehicle correctly and ensuring it receives regular care and maintenance will help maintain its value, and it's also required to ensure you keep your extensive warranty cover.

Digital Service Schedule
Audi has been using the new Digital Service Schedule since autumn 2012. In order to create a simple and secure method of documenting the services performed, the conventional Service Schedule with spaces for workshop stamps is being replaced by the Digital Service Schedule. For this reason, the record of service work carried out is kept digitally in a central system and no longer entered in written form with workshop stamps.

This enables the regular care and maintenance of your vehicle to be fully documented without risk of loss, which helps to preserve your vehicle's value and protect the Service Schedule against forgery.

You will receive confirmation of the services performed on a service printout. At each service, this printout will be replaced by an up-to-date version.

Should you lose the printout, your Audi dealer will certainly provide you with a new one.

Warranties
We've got a long history of producing innovative, high-quality products; and the warranty on your Audi is no different.

Your vehicle has a 5-year Audi warranty against mechanical defects, a 3-year paintwork warranty and a 12-year warranty against through-rusting of the body panels from the inside.

To ensure you don't invalidate these warranties, you'll need to ensure that your vehicle is serviced and repaired in accordance with the Manufacturer's guidelines and specifications

If service and repairs are done at locations outside of the dealer network, customers will need to provide documents (e.g. detailed invoice on the work carried out with the breakdown of Audi Genuine Parts used with Part Numbers) to support that the vehicle was serviced and repaired in accordance with the Manufacturer's guidelines and specification.

Customer will have to bear the cost of any defect, damage or malfunction to the vehicle that is caused by servicing and repairs by third parties.

Roadside Assistance
Your new vehicle is covered by the Audi Roadside Assistance scheme. Further details of this cover can be found on page 8.

Authorised Audi Dealer
There are two Audi Centres located in Singapore. The directory found on page 9 will enable you to locate the nearest Audi Centre.

Changes in our Audi Centre network do happen from time to time; if you need confirmation of the location of any Audi Centre, please contact Audi Customer Service at **+65 6366 2323**.

Customer Service
As part of the customer service experience, we have a dedicated team available to answer any questions you may have concerning all aspects of owning an Audi.

If you require assistance, please call **+65 6366 2323**, or email to: customer.care@premiumauto.com.sg

Audi Warranty

Coverage
Audi provides a warranty in accordance with the warranty terms for new Audi vehicles, as detailed in the contract of sale.

Audi warrants that your new Audi vehicle shall be free of mechanical defects from the date of new vehicle delivery without mileage limit for a period of 5 years. The coverage is limited to vehicles sold and registered in Singapore by an Authorised Audi Dealer only.

Please note that this warranty does not cover normal wear and tear or damage caused by abnormally rough or improper use, or unauthorized modifications.

If your vehicle does break down, please contact your nearest Authorised Audi Dealer.

Items replaced under warranty
An Authorised Audi Dealer must carry out any remedial work under warranty, and will repair or replace any defective parts at its sole discretion. Any part replaced is warranted free from manufacturing defect until expiry of the original vehicle warranty. Any part removed because of replacement becomes the property of Audi. You may take your vehicle to any Authorised Audi Dealer for warranty work to be performed.

Change of ownership
The warranty is not affected by any change of ownership of the vehicle.

Note
"Authorised Audi Dealer" means any Centre in Singapore authorised by Audi Singapore on behalf of the Manufacturer. "The Manufacturer" means Audi AG, Postfach 220, D-85046 Ingolstadt, Germany.

Maintenance and servicing of vehicle
Maintenance services must be carried out at the required service intervals (**tolerance of 1,000km or 30 days and with updated Service Schedule**) according to the Manufacturer's guidelines.

Warranty Exclusions
Audi is entitled to reject any warranty claim for any defect or malfunction if such defect or malfunction is caused by:

(a) the failure of the customer to ensure that the vehicle receives proper and periodic servicing according to Manufacturer's recommended schedule and/or guidelines;
(b) parts which have been replaced or modified by third parties;
(c) Repair, servicing or other actions carried out by third parties.

Vehicles sold and registered for commercial use at the first date of registration in Singapore are warranted by a 2 year unlimited mileage warranty only.

The following reasons can cause the warranty to be voided and not reinstated (but are not exhaustive):

- The vehicle identification number (VIN) has been altered or removed
- The odometer has been disconnected or altered or the actual mileage cannot be determined
- Vehicle being declared a total loss, write off or theft
- Vehicle no longer registered in Singapore
- Vehicle used in racing and rallies or other organized or unorganized sports event
- Vehicle used for commercial use
- Vehicle used for hire or reward (e.g. taxi and peer to peer hire scheme)
- Vehicle used in transportation of goods for payment
- Vehicle used off-road
- Vehicle used for driving school, military, emergency or recovery services, courier or delivery service or similar use
- Vehicle repaired incorrectly

Types of service not covered by the warranty
Non-warrantable service includes (but is not limited to) the following examples:

- Replacement of parts that are subject to normal wear and tear with the use of the vehicle (e.g. mileage exceeding 100,000km)
- Any normal or scheduled maintenance services such as

the replacement of oil, lubricants and fluids
- Adjustment services such as wheel alignments, tyre balancing, brake and clutch adjustment, or any mechanical adjustments that may become necessary as a result of normal use or wear and tear
- Software updates

Types of damage not covered by the warranty

Damage not due to defects in manufacture or materials – for example, normal wear and tear– is not covered by warranty. Damage caused by improper handling or misuse (as in motorsport, for example), repairs, adjustments and replacements arising from circumstances outside of the manufacturer's control are also not covered under warranty.

Damage not covered by warranty includes (but is not limited to) the following examples:

- Non-mechanical and non-electrical parts (e.g bodywork such as chrome, panels, all glass items, seals, cup holder, water hose, decorative or interior and exterior trim components, ashtrays and key fobs; and Parts such as tyres, wiper blades, air filter)
- Exhaust system
- Normal noise, vibration, and deterioration (e.g. discolouration, fading, deformation or blur)
- Wear and tear on items such as brake disc, pads and linings, clutch linings, tyres, rubber mountings, vehicle battery, drive belts, spark plugs, wiper blades, drive belts, dry cell batteries, bulbs and fuses and textiles (e.g. headlining, carpets and seat/backrest/armrest/head restraint covers)
- Damage to paintwork, chrome trims, or a convertible soft top caused by industrial pollution, bird lime, climatic, thermal, chemical or mechanical influences
- Damage caused by unapproved, unsuitable or poor quality fluids, parts or accessories
- Any component that has failed due to neglect, or is the result of an unauthorised rep-parts, conversion or

modification to the vehicle. For example, chip tuning
- Defects arising from a failure to have the vehicle serviced in accordance with manufacturer's instructions
- Damage caused by neglect and improper use, repair or servicing of vehicle
- Damage caused by natural phenomena, hail, flooding, lighting, storms or other atmospheric hazards
- Failure or breakdown caused by external sources such as an road traffic accident, fire and theft
- Parts which had reached the end of their expected service life
- Damage caused by your failure to take all reasonable steps to prevent mechanical damage from occurring, for example, not taking appropriate action in the event of warning lights appearing
- Consequential losses, including the costs incurred as a result of the Vehicle being off the road
- Damage to parts which have been replaced or modified by parties other than an Authorized Audi Dealer

Audi paint and anti-corrosion warranties

Audi 3-year paint warranty
The high quality paint finish of your Audi is covered by a 3- year unlimited mileage warranty against manufacturing defects.

Audi 12-year anti-corrosion warranty
Your Audi bodywork is covered by a 12-year warranty from the date of first registration against bodywork through-rust corrosion from the inside out. There's a good reason why we're so confident in our bodywork. It's because of the full galvanisation on all models, special rust-proofing treatment on all internal body sections and – on certain models – a rust-proof all-aluminium construction. Your anti-corrosion warranty covers all the main body panels, but excludes trim parts. Corrosion which develops on the external surface of any panel is also not covered.

If you're unlucky enough to have an accident, an Authorised Audi Dealer can repair your vehicle to give it the same level of anti-corrosion protection built in during the original manufacturing process.

Audi Roadside Assistance

Your new vehicle comes complete with a 5-year complimentary roadside assistance in Singapore. Audi will ensure you receive assistance quickly and efficiently, 24 hours a day, 365 days a year.

Enquire with your Authorised Audi Dealer for the scope of services provided by the Roadside Assistance.

Certain services are chargeable (e.g. Battery replacement when battery is more than 12 months old and Lock-out service).

For help with your vehicle, simply call **+65 9828 1233** or enquire via the **Audi Top Service App**.

Your Audi Customer Care Advisor will identify your needs and arrange the most appropriate services for your situation. Your incident will be monitored throughout to ensure that the service you receive is as fast and efficient as possible.

You will be asked to provide the following details:

- Your name
- Your vehicle registration number
- Your vehicle model and colour
- Your exact location
- Your contact number

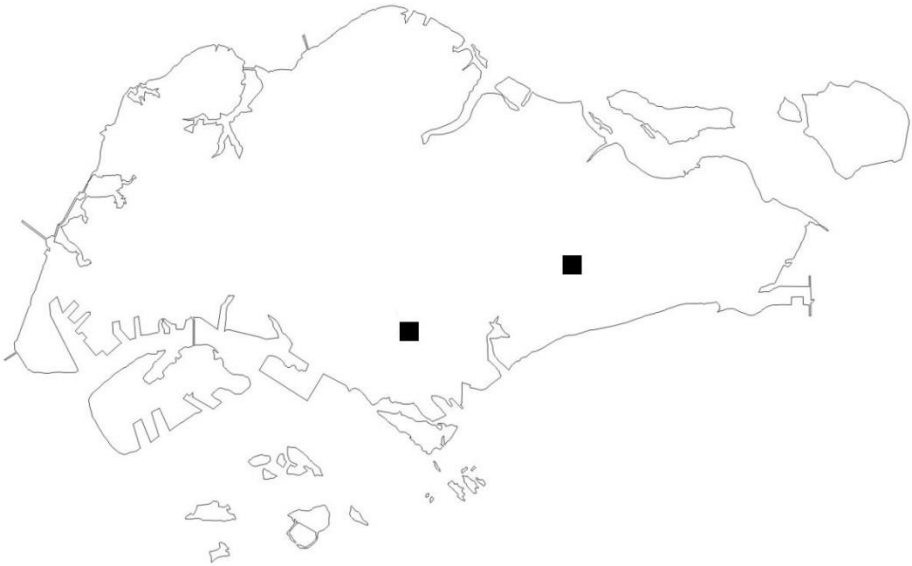
By contacting our Audi Customer Service Advisor and utilizing the Roadside Assistance service, you agree to be bound by Audi's Privacy Policy which can be found at:

http://www.audi.com.sg

You further acknowledge that additional terms may apply to the Roadside Assistance services provided to you.

Centre Directory

All our Audi Centres will be pleased to assist you in emergencies; if a particular Audi Centre does not offer a product or service you need, they will be happy to advise you the best place to find it.



Audi Service Centre
55 Ubi Road 1
Singapore 408699
Tel: +65 6366 2323
Fax: +65 6841 1183

Audi Centre Singapore
281 Alexandra Road
Singapore 159938
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For operating hours and the latest information please refer to either the brand portal **www.audi.com.sg** or the **Audi Top Service App**.

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The information in this booklet will be updated from time to time without prior notice. For the latest information, please refer to either the Audi brand portal **www.audi.com.sg** or visit your nearest Authorised Audi Dealer.