



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 have your vehicle serviced and repaired in accordance with the Manufacturer's instructions by an Authorised Audi Dealer.

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

Please refer to the brand portal www.audi.com.my to find 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 **1800-22-AUDI (2834)**

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 **1800-22-AUDI (2834)**, or email to: customercare@audi.com.my

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 and electrical defects from the date of new vehicle delivery without mileage limit for a period of 5 years.

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 their 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 Malaysia authorised by Audi Malaysia on behalf of the Manufacturer. “The Manufacturer” means Audi AG, Postfach 220, D-85046 Ingolstadt, Germany.

Warranty Validity

To ensure the validity of the warranty, maintenance services must be carried out at such service intervals (tolerance of 1,000km or 30 days and with updated Service Schedule) according to the Manufacturer’s recommendations by an Authorised Audi Dealer. The coverage is limited to vehicles sold and registered in Malaysia by an Authorised Audi Dealer only.

Vehicles sold and registered for commercial use at the first date of registration in Malaysia 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 Malaysia
- 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 or similar use
- Vehicle serviced by an unauthorised dealer
- Vehicle repaired incorrectly and or without the use of Audi Genuine Parts
- Parts of Vehicle that have undergone change and the consequences of the change (damage, accelerated Wear and Tear, etc.) of other parts or sections of Vehicle, or of the original factory design of the Vehicle
- Any change to Vehicle that does not comply with the Manufacturer's specifications e.g. engine tuning, driveline modifications

Types of service not covered by the warranty

Non-warrantable service includes (but is not limited to) the following examples:

- Any normal or scheduled maintenance services such as the replacement of oil, lubricants, fluids and filters
- 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
- Replacement of parts that are subject to normal wear and tear with the use of the vehicle (e.g Brake pads, brake disc)
- Software updates, including updates to satellite navigation, entertainment or audio visual systems

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, all glass items, seals, cup holder, interior and exterior trim components; and Parts such as tyres)
- Normal noise, vibration, and deterioration (e.g. discolouration and fading)
- Wear and tear on items such as brake pads and discs, clutch linings, tyres, spark plugs, wiper blades, bulbs and fuses, vehicle batteries, drive belts, filters, carpets and seat 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 non-Audi Genuine Parts, unauthorised 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
- 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, e.g. suspension bushes
- 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

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 model – 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. 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.

For help with your vehicle, simply call **1800-22-AUDI (2834)**

Your **Audi Care Team** 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 **Audi Care Team** 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.my>

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.

Northern Region

Audi Juru

1874, Lorong IKS Bukit Tengah,
Bukit Mertajam,
Penang, 14000 Juru
Tel: +604-508 1188
Fax: +604-508 0730

Audi Ipoh

Lot 8105N, Jalan Marmar,
Off Jalan Kuala Kangsar,
30010 Ipoh, Perak
Tel: +605-506 0282
Fax: +605-506 42

Central Region

Audi Centre Glenmarie

Lot 27, Jalan Pelukis U1/46
Seksyen Utara Satu
Kawasan Perindustrian Temasya
40150 Shah Alam, Selangor
Tel: +603-7688 7688
Fax: +603- 7628 0028

Audi Damansara

Lot 2766, Jalan Bukit Lanjan
60000, Kuala Lumpur
Tel: +603-77223100
Fax: +603-77223140

Audi Kuala Lumpur

124, 126, 127 & 158 Jalan Enam Off
Jalan Chan Sow Lin
55200 Kuala Lumpur
Tel: +603-9222 0390
Fax: +603-9222 0398

Audi Setia Alam

No 22A, Persiaran Setia Dagang
Setia Alam, Seksyen U13,
40170 Shah Alam,
Selangor
Tel: +603-3362

Southern Region

Audi Johor Bahru

197B, 4 ½ Mile

Jalan Skudai

81200 Johor Bahru

Johor

Tel: +607-234 4830

Fax: +607-234 4930

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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.my or visit your nearest Authorised Audi Dealer.