

When should I call Audi Assistance?

- ▶ Mechanical breakdown ✓
- ▶ Accident ✓

- ▶ Non-mechanical breakdown ✓
- ▶ European breakdown ✓ (please see page 18)

Do you require one of these services?



For all other issues please contact your Audi Centre for assistance



Call Audi Assistance on **0800 699 999** and select the appropriate option

Option 1

Mechanical breakdown

Option 2

Non-mechanical breakdown

Option 3

Accident

Option 1 Mechanical breakdown	Option 2 Non-mechanical breakdown	Option 3 Accident
<p>Available services:</p> <ul style="list-style-type: none"> • Roadside repair • At home service • Recovery to a single destination of your choice • Onward travel assistance including one of the following: <ul style="list-style-type: none"> - Replacement vehicle OR - Overnight accommodation OR - Alternative travel arrangements • Messaging service • Caravan/trailer cover • European assistance including safe storage and special medical assistance 	<p>Available services:</p> <ul style="list-style-type: none"> • Recovery to nearest repairer/Centre within 10-mile radius • Messaging service <p>A non-mechanical breakdown covers the following incidents:</p> <ul style="list-style-type: none"> • Out of fuel • Mis-fuel • Kerb collision • Tyre/window replacement • Replacement key <p>We are happy to arrange for hotels, replacement cars, taxis etc. but please note these will have to be paid for by you.</p>	<p>Available services:</p> <ul style="list-style-type: none"> • Accident advice • Recovery to a repairer of your choice • Messaging service • Legal assistance <p>Most motor insurance policies include the provision of a replacement car to accident customers, so this is not provided by Audi Assistance. We are however happy to arrange for hotels, replacement cars, taxis etc. but please note these will have to be paid for by you.</p>

If you would like any further information about the services offered, please refer to page 15 onwards.
 For full Terms and Conditions please refer to www.audi.co.uk

What happens if you can't fix my breakdown?

You

The call agents will discuss with you the best onward travel option to suit your needs.

You will be able to choose one of a range of options such as a replacement car, train or taxi.

Your car

Your car will be recovered to an Audi Centre of your choice. Alternatively, if it's late at night, we will arrange for the vehicle to be securely stored. We will then provide your Audi Centre with the fault analysis from the attending patrol so that the Centre can contact you about the repair. Don't forget, if you happened to be towing a caravan or trailer at the time of your breakdown we will recover that for you too.

Mechanical breakdowns

We repair 8 out of 10 vehicles at the roadside*. However, in the few cases where this isn't possible we will recover you and your car. Our overall aim is to make sure that you and your passengers are able to continue your journey as quickly and seamlessly as possible.

*Source: Based on AA Case Repair Rate Oct 12 – Sep 2013)

Audi Roadside Assistance

Your new car comes complete with complimentary roadside assistance and recovery across the UK provided by the AA. Also included is roadside assistance throughout Europe, managed by the AA. Your 3 years' free cover can be extended for a small fee for up to a further 2 years by contacting Audi Roadside Assistance on **0800 912 1442**.

Audi Roadside Assistance uses digital mapping technology to help ensure that you will receive assistance quickly and efficiently, 24 hours a day, 365 days a year. For help with your vehicle, all you need to do is call **0800 699 999**. An Audi Customer Service Advisor, who will identify your needs and arrange the most appropriate services for your situation, will answer your call to Audi Roadside Assistance. Your incident will be monitored throughout to ensure that the service you receive is as fast and efficient as possible.

If there is any concern that you are a driver at risk, your call will be given priority. The Audi Customer Service Advisor will also relay any urgent messages on your behalf to family, friends or colleagues.

Audi Roadside Assistance **0800 699 999**

If you are ringing from a mobile phone in the UK, please call 0330 100 3374.

You will be asked to provide the following details:

- Your name
- Your vehicle registration number
- Your vehicle model and colour
- Your exact location, including the road you are on, plus the nearest road junction if possible
- The number of the phone you are using

Audi Roadside Assistance – Benefits

As an Audi Roadside Assistance customer, you can benefit from a comprehensive range of AA services, ensuring that whatever happens when you're on the road, you and your passengers can stay mobile with the minimum of inconvenience.

Roadside Rescue

Audi Roadside Assistance will provide assistance at the roadside (¼ mile from home) and help to resolve any problems on the spot, or at a nearby Audi Centre or Audi Authorised Repairer if possible, allowing you to continue your journey as soon as possible.

At home

If there's a problem with your vehicle whilst you're at home and we cannot solve it on the spot, the vehicle will be transported to a nearby Audi Centre or Audi Authorised Repairer.

Onward travel

In the unfortunate event that your vehicle cannot be repaired on the same day as the problem occurs, Audi Roadside Assistance provides onward travel for you and your passengers.

Our Customer Service Advisors will discuss the most suitable option with you to ensure that you reach your destination. The onward travel options available are shown below:

Replacement vehicle

Audi Roadside Assistance can provide you with a replacement vehicle for up to 2 days. To qualify for the replacement vehicle, you will need to have your driving licence with you, and comply with the terms and conditions of the hiring company (for example, minimum age requirements or payment of a petrol deposit).

Or

Emergency hotel accommodation

Alternatively, Audi Roadside Assistance can arrange 1 night's free hotel accommodation (up to a maximum of £150 per person or total maximum of £500 for the whole party) for you and your passengers while your car is repaired locally.

Or

Alternative transport

If it is more appropriate for you to complete your journey by other means, we will refund the cost of any public transport for you and your passengers up to the value of £500.

Change of Ownership

During the period of Audi Roadside Assistance cover, any new owner is entitled to the remaining period of cover. If you are the new owner of the vehicle, please notify Audi on **0800 699 888**.

European cover

European Assistance includes Roadside Assistance, recovery, repatriation, replacement vehicles and onward travel benefits for accidents and breakdowns. Please see page 38 for the relevant European Assistance numbers.

IMPORTANT**Continental services providers**

Please be aware that these service providers are independent of both Audi and the AA; it is up to you to authorise and approve repair work, though of course, you can call the AA control centre at any time for help and support.

Breakdowns on French motorways

Motorways in France are privately managed, so if you break down on a French motorway or motorway service area, the Volkswagen Group European Roadside Assistance centre cannot arrange for assistance to be sent to you.

1. If you can get to an emergency telephone box, please press the button and the police will send assistance to your location.
2. If you are using a public phone, please dial 17 or, from a mobile phone, dial 112.
3. Once you have been towed off the motorway/service area, call the Volkswagen Group European Roadside Assistance 24-hour helpline for further assistance.

UK Roadside Assistance:

0800 699 999

European Roadside Assistance:

24 hour helpline:

00800 1330 3939

When calling don't forget that dialling and ringing tones differ from country to country and that the 00800 1330 3939 number may not work from some telephone networks.

If you experience difficulties, please use the following alternative to reach Audi European Roadside Assistance: 0033 (0) 472 171 258

Calls may be monitored and recorded for the purposes of staff training and quality assessment.

Provided by Automobile Association Developments Limited (trading as AA Breakdown Services), which is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Fanum House, Basing View, Basingstoke, RG21 4EA. Registered in England and Wales Number: 01878835.

Full terms and conditions are available at www.audi.co.uk.

Alternatively, these are also available by request from customer services on 0800 699 888