

New Car Warranty – Terms and Conditions

Audi UK warrants that it will rectify, free of charge, defects in materials and workmanship for a period of up to 3 years or 60,000 miles whichever occurs first. This warranty applies to Audi vehicles which were imported into the UK by Audi UK.

This warranty is subject to the following terms and conditions.

What Your Warranty Covers

The 3-year Audi warranty begins on the date of delivery to the first owner and lasts for a minimum of 2 years, with the warranty continuing for a third year or up to 60,000 miles, whichever comes sooner.

The warranty is automatically transferred to any new owner, subject to the same terms and conditions.

Audi UK warrants that your vehicle will be free from defects in manufacture and workmanship. Your warranty covers:

- The repair or replacement* of defective parts according to technical requirements determined by the Manufacturer.
- The repair of any consequential damage to standard components caused by a manufacturing defect.
- The labour costs of removing and installing parts for warranty repairs at any Audi Centre. You may be charged, at the Audi Centre's discretion, for any extra work caused by modifications to your vehicle, such as removal and refitting of a tow-bar that has been fitted after manufacture.
- Your warranty applies to the base vehicle only. It does not cover any special fittings, conversions or additional bodywork.

Any defect must be reported to an Audi Centre as soon as it is discovered. This must of course be within the warranty period.

* **Components will only be replaced when deemed necessary by an Audi Centre**

Electric Vehicles

All the terms, conditions, exclusions and limitations of the new vehicle warranty apply to Electric Vehicles save for the provisions set out in this section which apply exclusively to Electric Vehicle Batteries. Where there is any conflict between this section and the rest of the warranty the provisions of this section on Electric Vehicle Batteries will take precedence.

Your vehicle may contain one of several types of batteries. The warranties that apply to those batteries are explained below.

Warranty against Manufacturing Defects

- The batteries for battery electric vehicles (BEV) and plug in hybrid vehicles (PHEV) are warranted against all defects in materials and workmanship for eight years or up to 100,000 miles, whichever comes first from the date of handover to first customer (or date of first

registration, whichever comes sooner)

- The 12 volt batteries, 48 volt batteries, any batteries used in mild hybrid vehicles and the high voltage batteries used in hybrid vehicles are warranted against all defects in materials and workmanship for 3 years from the date of handover to the first owner, or up to 60,000 miles, whichever comes first.

Warranty against Battery Energy Content Degradation

- A gradual reduction in battery energy content over time is a normal feature of high voltage battery and does not constitute a warrantable defect. However, high voltage batteries in BEVs and PHEVs are warranted against excessive loss of net battery energy content as detailed below. No degradation warranty exists for 12 volt batteries, 48 volt batteries, or any batteries used in mild hybrid vehicles
- For BEVs, the battery energy content degradation warranty lasts for 8 years or up to 100,000 miles, whichever comes first, from the date of handover to first customer (or date of first registration, whichever comes sooner). Where the battery energy content of the high voltage battery is measured by a Volkswagen authorised repairer and is found to be less than 70% during the warranty period, then it will be repaired or replaced under warranty subject to the following:
 - The reduction in battery energy content must not have been caused by factors outside the Manufacturer's control including, but not limited to:
 - the tampering, removal or re(installation) of the high voltage battery by unauthorised parties;
 - the high voltage battery not being used, handled, charged or maintained as recommended by the Manufacturer in the owner's manual;
 - the high voltage battery coming into direct contact with open fire; or
 - the high voltage battery coming into contact with excessive amounts of water including through cleaning with high pressure cleaners or liquids being applied directly to the high voltage battery.
 - The repair will bring the performance of the high voltage battery back to the following state, depending on the mileage / age of the vehicle at the time of diagnosis:
 - Up to a maximum of 40,000 miles or three years after first registration (whichever comes first), the energy content of the high voltage battery will be repaired so that it measures a minimum of 78% of the starting value.
 - Up to a maximum of 60,000 miles or five years after first registration (whichever comes first), the energy content of the high voltage battery will be repaired so that it measures 74% of the starting value.
 - Up to a maximum of 100,000 miles or eight years after first registration (whichever comes first), the energy content of the high voltage battery will be repaired so that it measures 70% of the starting value.

- For PHEVs, the battery energy content degradation warranty lasts for up to 5 years or up to 100,000 miles, whichever comes first, from the date of handover to first customer (or date of first registration, whichever comes sooner) **for the first vehicle owner only. This warranty is not capable of assignment or transfer to subsequent vehicle owners.** Where the battery energy content of the high voltage battery is measured by a Volkswagen authorised repairer and is found to be less than 70% during the warranty period, then it will be replaced or repaired so that it measures a minimum of 70% of the starting value, or replaced under warranty subject to the following:
 - The reduction in battery energy content must not have been caused by factors outside the Manufacturer's control including, but not limited to:
 - the tampering, removal or re(installation) of the high voltage battery by unauthorised parties;
 - the high voltage battery not being used, handled, charged or maintained as recommended by the Manufacturer in the owner's manual;
 - the high voltage battery coming into direct contact with open fire; or
 - the high voltage battery coming into contact with excessive amounts of water including through cleaning with high pressure cleaners or liquids being applied directly to the high voltage battery.

Volkswagen and its authorised repairers reserve the right, in their sole discretion, to choose whether to repair or replace a high voltage battery. Any part which is replaced becomes the property of Volkswagen. Any replaced high voltage batteries are covered for the unexpired period of the battery warranty.

Extended Warranty

Once the original warranty has expired, you can purchase an approved extended warranty. There is a wide range of cover available, depending upon the age, engine size and mileage of your vehicle, so there's bound to be one that's right for you. Your Audi Centre will be happy to discuss the options with you or visit our Extended Warranty section for more detail.

Audi Original Parts

All our original replacement parts carry a warranty for a period of two years with unlimited mileage from the date of purchase. The wear and tear and service adjustment exclusions applicable to new vehicles also apply to the replacement parts warranty.

The two year replacement parts warranty does not apply to parts fitted under the terms of the new vehicle warranty, which are warranted for the remaining period of the vehicle warranty.

Some items may have a warranty lasting longer than two years. Your Audi Centre will let you know if that's the case at the time of purchase.

All replaced parts become the property of the Audi UK.

Accessories

Audi approved, supplied and fitted accessories are covered for three years/unlimited mileage* if they are ordered and included in the purchase price of the car at date of delivery.

Any Audi approved accessories supplied and installed after delivery of your new Audi include a two year warranty*.

If you specify an accessory that is not approved by Audi UK, the terms of warranty, if any, should be clarified with the manufacturer of that accessory.

***Some items, for example Road Angel, have only one year's warranty. Please contact any Audi Centre for further information.**

Three Year Paintwork Warranty

All Audi vehicles are provided with a warranty against any manufacturing defects with the paintwork. The paint and bodywork warranty lasts for a period of three years starting from the date of delivery to the first owner.

The only preconditions are:

- The defect must be reported to an Audi Centre as soon as it is discovered. This must, of course, be within the warranty period.
- The defect must not be caused by external influences such as accident damage, stone chips, industrial fallout or pollution, plant resin, animal pollutants, chemicals or insufficient care or maintenance. This will be determined by an Audi Centre at the time of inspection.

12 Year Anti-Perforation Warranty

Your new vehicle is manufactured with full protection against rust attacking the internal cavities from the inside to the outside leading to perforation. The anti-perforation warranty lasts for a period of 12 years starting from the date of delivery to the first owner.

In the unlikely event of this occurring within the warranty period, your Audi Centre will carry out the required repairs free of charge. The following conditions apply:

- The defect must be reported to an Audi Centre as soon as it is discovered. This must, of course, be within the warranty period.
- The Audi Centre must determine that the perforation has stemmed from within the internal cavities and is the result of a manufacturing defect.
- The perforation must not have been caused originally by external factors such as accident damage, stone chips, industrial fallout or pollution, plant resin, animal pollutants, chemicals or insufficient care or maintenance.

All body repairs will be carried out promptly in accordance with the Manufacturer's technical guidelines, using only approved parts and materials, in order to maintain the original level of anti corrosion protection.

Claiming for warranty repair or replacement

If a defect in manufacture should arise, any Audi Centre in the UK can put it right even if you did not buy the vehicle from that Audi Centre. A claim for a repair under your warranty can only be made at an Audi Centre, and any claim must be made as soon as the defect arises.

If requested, you will complete any forms, give details and provide any proof required in relation to a warranty claim. It is the customer's responsibility to ensure that they maintain sufficient records to confirm that the vehicle has been serviced in accordance with the Manufacturer's instructions.

If you do not agree with an Audi Centre's decision on your warranty claim, we may advise you to obtain an opinion from another Audi Centre. Your warranty claim may be referred to Audi UK which reserves the right, in its sole discretion, to determine whether the defect is warrantable or to appoint its own engineer to inspect the vehicle and/or the defect that has arisen.

Minor accident damage will not automatically invalidate the warranty. Any damage must be repaired by a competent repairer to the Manufacturer's standards and you must be able to furnish the Audi Centre with any records requested to demonstrate this. Warranty claims will not be accepted if the defect may be attributable to accident damage or subsequent repair work.

What Your Warranty Doesn't Cover

The Audi UK warranty only covers defects in manufacture. Your warranty does not cover damage or defects caused by factors outside the Manufacturer's control or which are the result of normal wear and tear. Examples of this include:

- Damage or defects as a result of repairs or incorrect installation of parts or accessories by an unauthorised workshop.
- Damage or defects as a result of the installation of parts, components, software or accessories not authorised by Audi UK.
- Damage or defects which may be attributable to accident damage.
- Damage to components, equipment or software which were not part of the vehicle at the point of original manufacture.
- Damage or defects as a result of the use of poor quality or incorrect fuels or additives.
- Damage or defects as a result of failure to comply with the operation instruction in the Owner's Instruction Manual, Service Schedule Book or any literature supplied by Audi UK or an Audi Centre. It is your responsibility to ensure that servicing is maintained in line with the Manufacturer's instructions and sufficient records are kept to confirm this.
- Damage or defects caused by modifications, special fittings, conversions or additional bodywork.
- Damage or defects caused by use of the vehicle in countries for which it has not been designed.
- Noise and vibration related to the normal operation of the vehicle.
- Damage or defects caused by improper handling or misuse (racing, for example).
- Parts that have reached the end of their expected service life.
- Damage caused by industrial pollution, climate, external heat, chemicals or mechanical force. Your Owner's Instruction Manual tells you how to minimise such damage.
- Parts which have reached the end of their expected shelf life
- Normal maintenance and wear and tear. Items can only be considered if the cause of the

complaint cannot be associated to abnormal external influence or use, and is a manufacturing defect. Components normally subject to wear and tear include but are not limited to:

- Brake linings and disc pads
 - Brake discs and drums
 - Clutch release bearings
 - Clutch pressure plates and centre plates (DSG clutches are covered for the full warranty offered with the vehicle)
 - Tyres
 - Wiper blades (wiper rubbers have no warranty owing to their conditions of use)
 - Seat and backrest covers
 - Floor coverings
 - Spark plugs
 - Batteries for key fobs and alarms
 - Light bulbs (Xenon/gas discharge bulbs and LED's are covered for the full warranty offered with the vehicle)
 - Shock absorbers
- Mechanical Adjustments including:
- Adjustments to doors, flaps, boot lids, bonnets, sunroof etc...
 - Brake adjustment
 - Clutch adjustment
 - Headlight adjustment
 - Steering geometry adjustment
 - Wheel balancing

This list is not definitive and similar adjustable or wear and tear items are also excluded from the terms of the warranty.

After six months or 6,500 miles, wear and tear and mechanical adjustment items will not be accepted unless a manufacturing defect can be identified by an Audi Centre as the cause.

We would ask that you report any defect to an Audi Centre as soon as it becomes apparent. Any consequential damage arising from the continued use of a vehicle with a defect may not be covered under warranty.

Your vehicle must be serviced in accordance with the manufacturer's recommendations. Any damage to or defect in the vehicle caused by poor or insufficient servicing will not be remedied under the warranty. Please ensure that you maintain sufficient records to enable the Audi Centre to confirm that the vehicle has been appropriately serviced. In any event, please ensure that the digital service schedule has been updated by the business carrying out the service work, or detailed invoices supplied with date, mileage, plus specified parts and fluids used.

Unless expressly specified in this warranty, Audi UK is not responsible for any consequential loss or damage, whether direct or indirect, that arise from any incident necessitating warranty repairs. This includes towing fees, hotel charges, alternative transport costs, loss of income, loss of business, damage to goodwill, damage to or loss of personal effects and clothing or fuel costs.

The cost of repairs carried out by unauthorised workshops will not be reimbursed under any circumstances.

These exclusions apply to all parts of the Audi Warranty.

This warranty does not affect your statutory rights.

Travelling Abroad?

In the event of warranty repairs being necessary when travelling in Europe in the first two years of your warranty any Audi Centre in the country you are visiting will be able to carry out rectification work under the terms of the warranty.

They will require the vehicle information data details contained in the front of your vehicle's service schedule booklet to enable them to carry out the repairs. They will undertake the repairs free of charge.

Should your vehicle suffer a manufacturing defect covered by the third year warranty while outside the UK, the repair must be carried out by an Audi Centre in the country you are visiting. The cost should be settled by you with the repairer and a claim made for reimbursement by providing the repair invoice to an Audi Centre in the UK within 28 calendar days.

If you are travelling abroad you must take documentation showing proof of purchase and service. This helps the Audi Centre make an eligible claim (in the first two years) or confirm that a repair was made under warranty (in the third year).

In order for reimbursement to be possible, the repair invoice must be returned to a UK authorised Audi Centre within 28 calendar days.

Audi Centre workmanship warranty

Audi Centres give a warranty for their workmanship on all warranty repairs. The warranty on most repairs is 1 year or 12,000 miles from the date of the work, whichever occurs first. For paint and bodywork warranty repairs, Audi Centres warrant their workmanship for a minimum of 3 years from the date of the repair or for the remainder of the vehicle's original warranty if this is later.

Should any repairs be required in that period on work carried out by an Audi Centre, the original Audi Centre will carry out such repairs free of charge, provided that:

- Repairs are required as a direct result of faulty workmanship by that Audi Centre.
- Repairs are not required due to normal wear and tear or other exclusions. Items replaced under the terms of this warranty become the property of Audi UK.

Compliance with Recall Notices

Audi UK may contact you in relation to product safety recall campaigns or service campaigns. We would ask that you promptly comply with the instructions given. In the event that you do not comply then the warranty may be invalidated if an incident arises that relates to the applicable product safety recall or service campaign.

Note:

“Audi UK” means Volkswagen Group United Kingdom Limited. “Audi Centre” means any Centre in the UK authorised by Audi UK to carry out warranty repairs. “The Manufacturer” means Audi AG, Postfach 220, D-85046 Ingolstadt, Germany.

No party, other than Audi UK, may amend the terms and conditions of the warranty in any way.