



**Audi**  
Certified pre-owned

Limited Warranty and  
24-Hour Roadside Assistance



# Congratulations. You found a smarter way to drive an absolutely brilliant car.

## Contents

- 1 Introduction
- 2 Audi CPO Owner Information
- 3 CPO Limited Warranty
- 4 Terms - CPO Limited Warranty
- 5 What is Covered?
- 6 What is Not Covered?
- 8 Exclusions, Warrantor & Transfers
- 9 24-Hour Roadside Assistance
- 10 Recall / Service Campaign Lookup & Audi USA®

Welcome to the family of Audi owners. If you're continuing your relationship with us, then you already know the benefits of owning a car that seamlessly blends performance, design, technology and safety. If you're new to Audi, we assure you you're in for a special experience.

To offer confidence in your purchase, we've taken the initiative to cover three of the most important considerations in any automobile purchase:

- 1 Vehicle History Report.** A vehicle history report is obtained to identify and exclude any vehicle that does not meet Audi Certified pre-owned (CPO) standards.
- 2 300+ Point Inspection and Certification Process.** This rigorous process thoroughly examines the interior, exterior, engine compartment, under the vehicle, and includes a comprehensive road test. We are thorough.
- 3 Warranty.** Audi Certified pre-owned vehicles purchased on or after May 1, 2018 include the Audi Certified Pre-owned Limited Warranty, which has no mileage limitations. The coverage period depends on whether any Audi New Vehicle Limited Warranty coverage remains at the time purchase.

If coverage remains under the Audi New Vehicle Limited Warranty (4 years/50,000 miles, whichever comes first) at the time of purchase, the New Vehicle Limited Warranty continues to provide coverage until its expiration. Upon expiration of the New Vehicle Limited Warranty, the Audi Certified Pre-owned Limited Warranty takes over and continues until 5 years from the vehicle's original in-service date, regardless of miles.

If there is no remaining Audi New Vehicle Limited Warranty coverage at the time of purchase, the Audi Certified pre-owned Limited Warranty coverage period begins immediately and continues for 12 months, regardless of miles. Also included are the balance of any Audi Care Pre-Paid Scheduled Maintenance,<sup>1</sup> the balance of the vehicle's 12-year Limited Warranty against Corrosion Perforation,<sup>2</sup> regardless of mileage, a complimentary service loaner,<sup>3</sup> 24-Hour Roadside Assistance<sup>4</sup> and Audi Customer Experience support. The Audi Certified pre-owned Limited Warranty<sup>5</sup> coverage is also transferable from the original owner of the CPO vehicle to a subsequent private owner.

### Disclaimers:

- <sup>1</sup> If there is remaining Audi Care coverage at the time of Certified pre-owned purchase, the Audi CPO vehicle may benefit from the remainder of Prepaid Scheduled Maintenance. For Audi R8 vehicles, an authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point must perform these services. For Audi Q5 hybrid components an authorized Audi dealer with the designation Audi Q5 hybrid certified dealer must perform these services. For Audi A3 e-tron an authorized Audi dealer with the designation Audi A3 e-tron dealer must perform these services. See dealer for details, visit [audiusa.com/certified-pre-owned](http://audiusa.com/certified-pre-owned) or call 1.800.FOR.AUDI. Audi Care plans are not transferable from vehicle to vehicle, except when authorized by Audi of America. Audi Care coverage stays with the VIN and can be utilized by subsequent owners. (California - Audi Care plans are refundable in the State of California. In the event that a refund claim is made for unused portions of coverage, the plan coverage will be removed from the vehicle and the subsequent owner must purchase another Audi Care plan in order to reinstate coverage. Audi Care plans are not transferable to subsequent vehicles by the same owner. See your dealer for any questions regarding this program.)
- <sup>2</sup> See dealer for details, visit [audiusa.com/certified-pre-owned](http://audiusa.com/certified-pre-owned) or call 1.800.FOR.AUDI (1.800.367.2834).
- <sup>3</sup> Only at participating dealers.
- <sup>4</sup> Roadside Assistance provided by third party.
- <sup>5</sup> Audi Certified pre-owned Limited Warranty is transferable, see pg. 8 for details.

# Audi Certified pre-owned Owner Information

(Please print clearly)

Name of Purchaser:

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VIN:

Audi Model:

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Street Address:

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City:

State:

ZIP Code:

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New Vehicle In-Service Date:

CPO Vehicle Delivery Date:

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The terms and conditions of the Certified pre-owned Limited Warranty covering your Audi are printed inside this warranty booklet.

# Certified pre-owned Limited Warranty

## Warranty period:

The Audi Certified pre-owned Limited Warranty is extremely comprehensive; however, it is not an extension of the original 4-year/50,000-mile Audi New Vehicle Limited Warranty. The Audi Certified pre-owned Limited Warranty is only effective when the Audi New Vehicle Limited Warranty expires, and the coverage it provides is different from the New Vehicle Limited Warranty.

If coverage remains under the Audi New Vehicle Limited Warranty (4 years/50,000 miles, whichever comes first) at the time of purchase, the New Vehicle Limited Warranty continues to provide coverage until its expiration. Upon expiration of the New Vehicle Limited Warranty, the Audi Certified Pre-owned Limited Warranty takes over and continues until 5 years from the vehicle's original in-service date, regardless of miles.

If there is no remaining Audi New Vehicle Limited Warranty coverage at the time of purchase, the Audi Certified pre-owned Limited Warranty coverage period begins immediately and continues for 12 months, regardless of miles.

**Audi R8 limited warranty coverage:** To ensure that all Audi R8 repairs and services are performed properly, all repair and service work must be performed at an authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point. Due to the specialized tools, equipment, and technical training necessary to perform services and repairs, your Audi limited warranties do not cover service, repair, or any damage resulting from service or repair performed at a facility that is not an authorized Audi R8 Certified Point or Audi R8 Service Point.

**Audi Q5 hybrid limited warranty coverage:** To ensure that all Audi Q5 hybrid component repairs and services are performed properly, all repair and service work on the hybrid components must be performed at an Audi Q5 hybrid certified dealer. To locate an Audi Q5 hybrid certified dealer near you, please refer to <http://www.audiusa.com>, or contact the Audi Customer Experience Center at 1.800.822.2834. Due to the specialized tools, equipment, and technical training necessary to perform services and repairs, your Audi warranties do not cover service, repair, or any damage resulting from services or repairs performed at a facility that is not an Audi Q5 hybrid certified dealer.

**Audi A3 e-tron limited warranty coverage:** To ensure that all Audi A3-e-tron high voltage component repairs and services are performed properly, all repair and service work on the high voltage components must be performed at an Audi A3 e-tron dealer. To locate an Audi A3 e-tron hybrid dealer near you, please refer to <http://www.audiusa.com>, or contact the Audi Customer Experience Center at 1.844.573.8766. Due to the specialized tools, equipment, and technical training necessary to perform services and repairs, your Audi warranties do not cover service, repair, or any damage resulting from services or repairs performed at a facility that is not an Audi A3 e-tron dealer.

Audi participates in BBB AUTO LINE, a mediation/arbitration program administered by the Council of Better Business Bureaus. If you have a problem arising under any Audi written warranty, we request that you bring it to Audi's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. To file a claim with BBB AUTO LINE, call 1.800.955.5100. There is no charge for the call. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the Certified pre-owned Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other State or Federal law.

# Terms of the Audi Certified pre-owned Limited Warranty

## **Warranty repair free of charge:**

Repairs under this warranty will be performed free of charge. For Audi R8 vehicles, the authorized Audi dealer must also have the designation of an Audi R8 Certified Point or Audi R8 Service Point. For Audi Q5 hybrid vehicles, hybrid component repairs must be completed at an authorized Audi dealer with the designation Audi Q5 hybrid certified dealer. For Audi A3 e-tron vehicles, high voltage component repairs must be completed at an authorized Audi dealer with the designation Audi A3 e-tron dealer.

## **Where to go for warranty service:**

To obtain service under this limited warranty, the vehicle must be brought, upon discovery of a defect in material or workmanship, to the workshop of an authorized Audi dealer during normal business hours. Warranty repairs will be performed by an authorized Audi dealer or authorized Audi Service Center in the United States and its territories. For Audi R8 vehicles, the authorized Audi dealer must also have the designation of an Audi R8 Certified Point or Audi R8 Service Point. For Audi Q5 hybrid components, the authorized Audi dealer must also have the designation of an Audi Q5 hybrid certified dealer. For Audi A3 e-tron high voltage components, the authorized Audi dealer must also be an Audi A3 e-tron certified dealer.

## **Warranty repair while traveling in Canada:**

Warranty repair while traveling in Canada should be performed free of charge by an authorized Audi dealer. Proof of U.S. residence is required. If the authorized Audi dealer is unable to submit a claim for repairs, you may be asked to pay for the repair. On your return to the United States, present the paid receipt(s), repair order(s), and part(s) removed from your vehicle to your authorized Audi dealer, who will submit a claim on your behalf and obtain reimbursement for you.

## **Emergency repairs:**

Emergency repairs performed by a non-Audi service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Audi vehicle to the nearest Audi dealer. The maximum reimbursement allowable is an amount equal to what it would cost if your authorized Audi dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Audi dealer: paid receipt(s), repair order(s) and the part(s) removed from your Audi vehicle.

## **Audi R8 emergency repairs:**

Emergency repairs for the Audi R8 must be performed at an authorized Audi dealer with the designation of an Audi R8 Certified Point or Audi R8 Service Point. Contact Audi R8 Roadside Assistance to have the vehicle safely transported to the nearest Audi R8 Certified Point or Audi R8 Service Point. Please see "24-Hour Roadside Assistance" section of this booklet for contact information.

## **Audi Q5 hybrid emergency repairs:**

Emergency repairs for the Audi Q5 hybrid components must be performed at an Audi Q5 hybrid certified dealer. Contact Audi Roadside Assistance to have the vehicle safely transported to the nearest Audi Q5 hybrid certified dealer. Please see "24-Hour Roadside Assistance" section of this booklet for contact information.

## **Audi A3 e-tron emergency repairs:**

Emergency repairs for the Audi A3 e-tron high voltage components must be performed at an Audi A3 e-tron dealer. Contact Audi Roadside Assistance to have the vehicle safely transported to the nearest Audi A3 e-tron dealer. Please see "The Audi 24-Hour Roadside Assistance Program" section of this booklet for contact information.

## **Audi Certified pre-owned Limited Warranty:**

The Audi New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, the Federal Emissions Warranties, and (if applicable) the TDI Extended Emissions Warranty, to the extent that they have not expired, are the only express warranties made by Audi of America, Inc. with respect to this pre-owned Audi vehicle. Any implied warranty, including and implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of the written warranty. Some states do not allow limitations on how long an implied warranty lasts; therefore, this limitation may not apply to you. Neither Audi nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

# What is Covered?

The following items have Audi Certified pre-owned Limited Warranty coverage on authorized repairs to correct a manufacturer's defect in materials or workmanship (i.e. a mechanical defect). This list is not inclusive. See your Audi service representative for specific items.

**Engine** - block, pistons, connecting rods, crankshaft, oil pump, flywheel (non-clutch-related failure), camshaft, timing chain/timing belts (if maintenance interval is followed), cylinder heads and their mechanical components, ECM and associated wiring.

**Cooling system** - radiator, radiator fan, expansion tank, coolant pump and impeller, actuation and indicator switches, thermostat, coolant pipes.

**Fuel system** - fuel tank, fuel tank cap, fuel filler, fuel pump, fuel pump relays, accumulator, fuel lines, accelerator switches and cables, intake manifold, idle air stabilizer, mass airflow sensor.

**TDI vehicles** - fuel injection systems, reductive agent components.

If there is remaining coverage from the Audi New Vehicle Limited Warranty or applicable emissions warranties at the time of Certified pre-owned purchase, the Audi New Vehicle Limited Warranty, applicable emissions warranties, and (if applicable) the TDI Extended Emissions Warranty provide coverage on the Certified pre-owned vehicle until the expiration of those warranties. The Audi Certified pre-owned Limited Warranty provides coverage for a period of 1 year or unlimited miles, not to exceed 5 years from the original in-service date.

**Audi Q5 hybrid vehicles** - hybrid system components.

**Audi A3 e-tron vehicles** - high voltage system components.

**Note:** The high voltage battery and battery module for the Audi A3 e-tron are covered by the New Vehicle Limited Warranty for 8 years/100,000 miles, whichever occurs first from the vehicle's in-service date. Therefore these two components are not included in items covered under the Certified pre-owned Limited Warranty.

**Automatic transmission** - selector lever and mechanism, Tiptronic® switches and controls, transmission control module, transmission speed sensor, mounts, multifunction switch, shift lever lock and associated switches, all planetary gears and bearings, all internal clutches, all internal brake bands, ATF pump, ATF cooler transmission housing, valve body, governor, torque converter, valve body, valve body electrical.

**Manual transmission** - gearshift lever, gearshift block, gearshift cable, transmission housing, transmission mounts, internal shift rods, internal shift forks, main shaft, all internal bearings and bushings, all synchronizers, all gear sets.

**Final drive** - prop shafts (not CV joints or boots), prop shaft flanges, differential case, drive shaft bearings, bearing housing, differential locks, all-wheel drive internal components, speedometer gear, differential bearings, oil pump, Haldex components.

**Suspension** - front axle sub frame, control arm supports, control arms, wheel bearing housing, steering knuckle, front wheel hub, coil springs, stabilizer bar, stabilizer links, rear axle beam and support, stub axles, rear bearings and housings, rear springs.

**Brakes** - ABS hydraulic pump and lines, warning and regulating switches, ABS control unit, all ABS wiring harnesses, ABS relays, master cylinder, fluid reservoir, parking brake and all associated lever switches and cables, pressure regulators, pressure accumulators, all hydraulic lines and hoses, vacuum pump and hoses, front and rear calipers and mounts (not for seizing from corrosion), power assist vacuum/hydraulic unit.

**Steering** - upper and lower steering shafts, steering column, steering column adjustment mechanism, steering gear, power steering pump, all associated hydraulic hoses and pipes, all associated bearings.

**Climate controls** - heater control unit, heater control cables and valves, heater core, ambient sensor, fresh air controls and cables, fresh air blower, distribution ducts and outlets, all vacuum motors, a/c control unit, all associated a/c wiring, interior sensors, a/c compressor and clutch, a/c compressor relay, a/c switches and sensors, a/c receiver drier, accumulator, a/c condenser, a/c expansion valve.

**MMI® components, including:** Multimedia Operating Unit, Multimedia Display Unit and ECM Information Display Control Head.

**Radio and navigation** - Navigation components, sound system components, including radios, compact disc and DVD players, speakers, and subwoofer.

**Electrical** - speedometer and sensors, odometer, tachometer, temperature gauges, horns, windshield wiper motor and associated sensor, windshield washer reservoir, fluid level sensor, headlight washer pump and associated components, headlight switch, brake light switch, turn signal switch, emergency flasher switch, door switches, backup light switch, fog light switch, alarm system components, wiring harnesses and connectors (non-modified by aftermarket installations), cruise control components, starter, alternator, ignition coils, ignition locks and electrical components, knock sensors, voltage regulators, distributor assemblies, infrared entry receiver (not for battery replacement), power door actuators and associated switches, sunroof motor, sunroof switches and relays, convertible top hydraulic motor and associated wiring, window regulator assemblies and motors, power window switches and associated wiring, sideview mirror motors and associated wiring, sun shade motor, airbag sensors and warning lights and associated components, airbags, seat motors and hearing elements and their relays.

# What is Not Covered?

**Repairs already covered by the Audi New Vehicle Limited Warranty (if such limited warranty is still in effect); this warranty is secondary to the Audi New Vehicle Limited Warranty.**

**Tires** - Tires are not covered by this warranty but may be separately warranted by the tire manufacturer.

**Maintenance services and adjustments** - This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component. This warranty does not cover wheel alignments and tire balancing, brake and clutch adjustments, or any mechanical adjustments that may become necessary as a result of normal use or wear and tear. Adjustments are minor repairs not usually associated with the replacement of parts, such as headlight adjustments.

**TDI vehicles** - This warranty does not cover the replacement of Ad-Blue in the absence of a defective component, nor does it cover damage due to intentional or unintentional misfueling including the use of bio-diesel or alternative fuels. Please refer to Manufacturer's recommended fuel guidelines in the Owner's Manual and the Warranty and Maintenance Booklet.

- ▶ If there is remaining coverage from the Audi New Vehicle Limited Warranty or applicable emissions warranties at the time of Certified pre-owned purchase, the Audi New Vehicle Limited Warranty, applicable emissions warranties, and (if applicable) the TDI Extended Emissions Warranty provide coverage on the Certified pre-owned vehicle until the expiration of those warranties. The Audi Certified pre-owned Limited Warranty provides coverage for a period of 1 year and unlimited miles after the pre-owned purchase, not to exceed 5 years from the original in-service date.

**Wear items** - This warranty does not cover any wear items, including, but not limited to, the replacement of clutch linings, brake pads, brake linings, brake rotors, windshield wiper blades, incandescent bulbs, fuses, worn seat covers, other trim and appearance items that wear as a result of normal use or deterioration, battery, exhaust systems, accessory belts and hoses that wear as a result of normal use. Audi of America, Inc. reserves the right to make changes on non-covered items without notice. Please check with your dealer for coverage on a particular item.

- ▶ This warranty does not cover the replacement of any Q5 Hybrid System components or Audi A3 e-tron high voltage system components that wear as a result of normal wear or deterioration, driving habits or driving conditions.

**Wear clarification** - Your Audi technician is authorized to decide if a component is worn as opposed to having a factory defect. Warranty covers items that fail due to a defect in material and workmanship; warranty does not cover items that fail due to wear. Many components on your Certified pre-owned Audi will wear based on driving technique, exposure to elements or gradual normal deterioration. Items that have failed based on any one of these criteria are not considered to have a factory defect and would not be covered under your Audi Certified pre-owned Limited Warranty.

**Cost of maintenance services:** This warranty does not cover the cost of any maintenance services.

**Damage, malfunctions, or symptoms due to failure to take vehicle to an authorized Audi Dealer upon discovery of a defect:** This warranty does not cover damage, malfunctions, or symptoms due to failure to take the vehicle to an authorized dealer upon discovery of a defect in manufacturer's material or workmanship.

- ▶ Audi R8 only: Vehicle must be taken to an authorized dealer with the designation of an Audi R8 Certified Point or Audi R8 Service Point upon discovery of a defect in manufacturer's material or workmanship.
- ▶ Audi Q5 hybrid only: Vehicle must be taken to an authorized dealer with the designation Audi Q5 hybrid certified dealer upon discovery of a defect in manufacturer's material or workmanship.
- ▶ Audi A3 e-tron only: Vehicle must be taken to an authorized dealer with the designation Audi A3 e-tron dealer upon discovery of a defect in manufacturer's material or workmanship.

**Damage, malfunctions, or symptoms due to improper or lack of maintenance/repair and failure to comply with Audi standards:** This warranty does not cover damage, malfunctions, or symptoms caused by improper tools or maintenance/repair procedures including but not limited to consequential damage, repeat repairs/replacements due to incorrect diagnosis or improper repair/installation, failure to follow recommended maintenance and use instructions as set forth in the Owner's Manual and the Warranty and Maintenance Booklet. The owner must present copies of all maintenance performed on the vehicle at the time of service to avoid repairs from being denied.

**Damage, malfunctions, or symptoms due to misuse, negligence, alteration, accident or fire:** This warranty does not cover damage, malfunctions, or symptoms due to improper repair of the vehicle, improper installation of accessories including but not limited to alarm systems, tuning/performance-enhancing devices, remote starters, other audio components or communications equipment, intentional or unintentional misfueling, use of the vehicle in racing or competitive events or damage caused by accident, accidental fire, collision, or vandalism. This is not a complete list. Any alterations or installations performed on a vehicle are subject to review by an authorized Audi representative.

**Damage, malfunctions, or symptoms caused by the environment:** This warranty does not cover damage, malfunctions, or symptoms caused by the environment, such as road salt, bird droppings, airborne industrial pollutants (e.g. acid rain) fire, weather conditions, floodwater, wind, tree sap, plant debris, or other similar materials or occurrences.

**Accessories, spare parts, and modifications of your Audi:** A wide variety of non-genuine spare parts and accessories for Audi vehicles are available in the market. You should know that Audi does not warrant these products and is not responsible for their performance, repair, or replacement, or for any damage they may cause to, or adverse effect they may have on, your Audi vehicle. Your Audi vehicle should not be modified with non-genuine Audi products. Modification with non-genuine Audi products could affect the vehicle's performance, safety, or durability, and may even violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under warranty. Audi will not accept any liability for any parts and accessories not approved by Audi.

**No warranty coverage/reimbursement exists for items/conditions including but not limited to:**

- ▶ The use of Audi Genuine Parts and Accessories not purchased from authorized Audi dealerships.
- ▶ Damage, malfunctions, or symptoms due to the use of non-genuine Audi parts and accessories.
- ▶ Damage, malfunctions, or symptoms due to used parts (except factory remanufactured parts).
- ▶ Damage, malfunctions, or symptoms caused by improper charging of the high voltage system (Audi A3 e-tron).
- ▶ Damage, malfunctions, or symptoms caused by improper storage or handling of the high voltage vehicle, including parking the vehicle for more than 24 hours when the ambient temperature is higher than 118 °F (48 °C) (Audi A3 e-tron).
- ▶ Noise, vibration, or cosmetic conditions (unless the noise, vibration, or cosmetic condition was caused by a defect in manufacturer's materials or workmanship).
- ▶ Deterioration caused by normal wear and tear.
- ▶ Aesthetic or design elements of the vehicle.
- ▶ Filters, oil, lubricants, or fluids, unless their replacement is a necessary part of warranty service, and fuel unless specified in Technical Service Bulletin or Campaign Circular.
- ▶ Unnecessary replacement of parts/units, unless written Audi policy states otherwise, such as replacement of an entire multi-piece kit when only specific components require replacement.
- ▶ Parts found to be damaged upon removing the packaging and prior to installation on a vehicle. Parts used in any application for which it was not designed. Any related labor diagnosis of a component that is not covered.
- ▶ Cleaning and detailing except if part of an existing labor operation.
- ▶ Shop supplies, including but not limited to cleaning solvents, shop towels, uniforms, gloves, generic gasket material including sealants, common lubricants, batteries for test equipment, hazardous material disposal fees, fasteners not included in a valid warranty repair, tie straps, duct tape, electrical tape, masking tape and related items, aerosol glue, silicone, part cleaner and related items, clips, shop rags, and sand paper. Note: Although some items may carry an Audi part number, they are not reimbursable. Audi reserves the right to review, update and/or modify this list from time to time. Audi representatives have the right to make the final judgments on any disputed items.
- ▶ Towing and all other services provided by Audi 24-Hour Roadside Assistance.

**All warranties are voided and will not be reinstated under the following circumstances:**

- ▶ The vehicle identification number (VIN) has been altered or removed.
- ▶ The odometer has been altered or the actual mileage cannot be determined.
- ▶ An insurer reports the vehicle as dismantled, fire/flood damage, junk, rebuilt, reconstructed, salvaged, or declared a loss.
- ▶ The vehicle has been used in racing, competitive events, or livery cab service.
- ▶ The vehicle has been stolen or exported from the United States.
- ▶ The vehicle was used for prohibited commercial purposes.<sup>1</sup>

**<sup>1</sup> Prohibited Commercial Purposes:**

Prohibited Commercial Purposes are services performed using Covered Vehicle for hire which include but are not limited to: hauling, construction, pickup and/or delivery service, daily rental, carrying passengers for hire (taxi, limousine, or shuttle), ride hail or ride share (including but not limited to Uber, Lyft and Sidecar), towing or road services, government/ military use, law enforcement, fire, ambulance, or other emergency services, snowplowing, company pool use, or if the Covered Vehicle is registered to a business where it can be used by multiple drivers.

# Exclusion of Incidental and Consequential Damage

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging. Please refer to Audi 24-Hour Roadside Assistance benefits for coverage regarding transportation and lodging.<sup>1</sup> Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply.

This warranty gives the owner specific legal rights, and the owner may also have other rights that vary from state to state.

## Warrantor

This warranty is issued by Audi of America, Inc. for vehicles registered in the U.S. This warranty does not apply to Audi vehicles, or parts and accessories, not imported or distributed by Audi into the U.S.

Additional warranty information may be obtained by telephoning Audi Customer Experience at 1.800.822.2834. Customers owning an A8 or R8 may call 1.866.892.2834 for assistance. Customers owning the A3 e-tron may call 1.844.573.8766.

## Transfers

- ▶ **Attention Owner:** The Audi Certified pre-owned Limited Warranty is transferable prior to expiration. Certified pre-owned vehicles sold through an authorized Audi Dealer in the United States include a Certified pre-owned Limited Warranty that is eligible to be transferred from private owner to private owner.<sup>2</sup>

**This vehicle must meet current Audi Certified pre-owned guidelines for transfer eligibility as stated on the Audi Certified pre-owned Limited Warranty Transfer Application form.**

To download a transfer application form, please visit [www.audiusa.com/certified-pre-owned](http://www.audiusa.com/certified-pre-owned). To obtain a form via mail or if you have questions, please call 1.800.822.AUDI (2834).

Upon the sale/purchase of this vehicle, the Audi Certified pre-owned Limited Warranty Transfer Application form and supporting documentation must be completed, notarized, and returned within 30 days to the address below.

- ▶ **Audi of America, Inc.** Attn: Audi Warranty Department - CPO, 3800 Hamlin Road, Auburn Hills, MI 48326

<sup>1</sup> Roadside Assistance provided by a third party.

<sup>2</sup> See rules pertaining to warranty coverage detailed within this guide.

# 24-Hour Roadside Assistance<sup>1</sup>

You will receive your membership kit about four weeks after the purchase of your Certified pre-owned Audi. The Audi 24-Hour Roadside Assistance Program offers the following services:

- ▶ Towing to the nearest authorized Audi dealership or authorized facility in the event of disablement or collision
- ▶ Battery jump-start
- ▶ Flat tire service
- ▶ Lock-out service
- ▶ Fuel-delivery service
- ▶ Emergency extrication service

## ASF® Aluminum Frame Repairs

Audi Vehicles containing aluminum design and construction (including but not limited to A8, R8, TT, including S/RS variants) demand that repairs to the body and space frame, which become necessary as a result of collision or other damage, be performed at an Audi approved Aluminum Collision Repair Facility that is authorized by Audi to perform these repairs (your Audi dealer can tell you if any damage requires particular attention to aluminum componentry).

If your Audi has been in an accident and cannot be safely driven, and is within the New Vehicle Limited Warranty period, Audi will transport the vehicle free of charge from your selling/service dealer to the nearest Audi approved Aluminum Collision Repair Facility; and once repaired, will return the vehicle to your Audi dealership. Ask your authorized Audi dealer for details. For Audi R8 vehicles, the authorized Audi dealer must also have the designation of an Audi R8 Certified Point or Audi R8 Service Point.

While you may elect to take the vehicle to a non-approved Audi repair facility at your own expense, Audi will not accept liability for any damages or incorrect repairs, including corrosion, resulting from aluminum body and space frame repairs that are not performed in accordance with Audi-specified procedures.

## Contact the 24-Hour Roadside Assistance Center

Due to technical differences and unique towing requirements, Audi A8, S8, and R8 vehicles have a separate toll-free number for 24-Hour Roadside Assistance.

**24-Hour Roadside Assistance**  
**1.800.411.9988**

**24-Hour Roadside Assistance (A8, S8, and R8 owners)**  
**1.866.478.3456**

To obtain service, you must provide the following information:

1. **Your VIN (Vehicle Identification Number)**
2. Year, model, color and license plate number about which you are calling
3. Area code and phone number you are calling from
4. Exact location of your vehicle (street address and nearest intersection)
5. Type of service required or brief description of the problem

<sup>1</sup> Roadside Assistance provided by a third party.

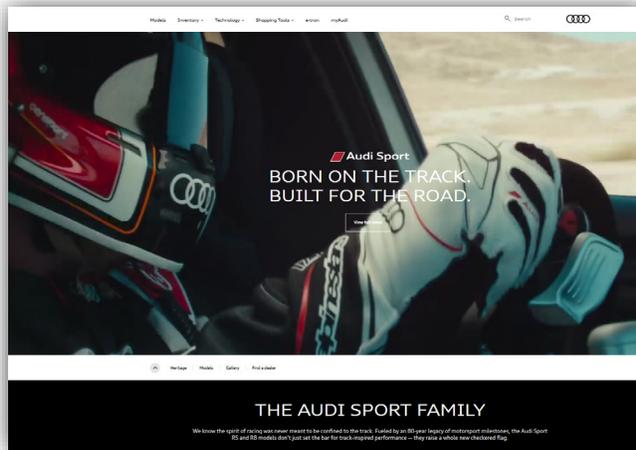
# Recall / Service Campaign Lookup

Audi encourages owners to check the recall status of their vehicles any time by using the Recall / Service Campaign Lookup found on [audiusa.com](http://audiusa.com). If you should have any questions regarding your vehicle, please contact **Audi Customer Experience** at **1.800.253.2834**.

## Audi USA®

### ► [audiusa.com](http://audiusa.com)

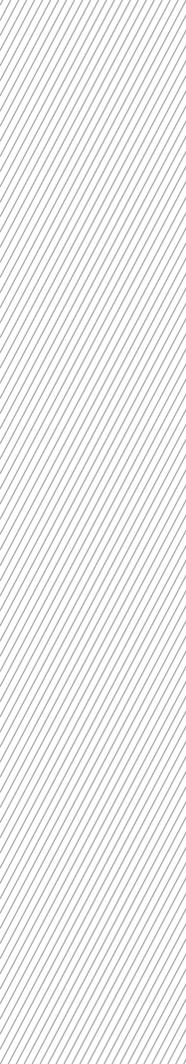
As an Audi driver, we encourage you to discover the features and offerings of [audiusa.com](http://audiusa.com). In just a few clicks, you can find answers to frequently asked questions, review the features and specifications of any vehicle model and shop the Audi collection store for accessories for you and your new vehicle. Our in-depth model configurators allow you to build your next Audi. Additionally, you can browse special offers, new products and upcoming events. AudiUSA.com ensures there's no better way to enhance your Audi ownership experience.



[audiusa.com](http://audiusa.com)



[audi-collection-usa.com](http://audi-collection-usa.com)



# Certified

[audiusa.com/certified-pre-owned](https://www.audiusa.com/certified-pre-owned)