

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

Certified
pre-owned



Limited Warranty and Roadside Assistance

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

After all, you considered the car's Past, Present and Future.



Past: Introducing the CARFAX® advantage. Your vehicle's complete history. Only cars that pass CARFAX muster are considered for inclusion in our Certified pre-owned program.



Present: Here's where our rigorous 300+ Point Inspection and Certification process, the most comprehensive in the industry, begins. From the headlights to the engine to electrical and safety systems, we're thorough.



Future: A Factory-Backed Limited Warranty with coverage for up to six years or 100,000 total vehicle miles¹. The balance of the no-charge scheduled maintenance², and the balance of the car's 12-year Corrosion Perforation Limited Warranty³, regardless of mileage. Audi 24/7 Roadside Assistance⁴ for the duration of the warranty including Trip Interruption Benefits and Trip Routing Services. A complimentary service loaner⁵ as well as 24-hour customer service support and special financing and leasing are available.

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¹If there is remaining coverage from the Audi Limited New Vehicle Warranty at the time of Certified pre-owned purchase, the Audi Limited New Vehicle Warranty provides coverage on the Certified pre-owned vehicle until its expiration either 4 years from the original in-service date or at 50,000 miles, whichever occurs first. When the Audi Limited New Vehicle Warranty expires, the Audi Certified pre-owned Limited Warranty becomes effective and provides coverage for a period of 2 years or up to 50,000 miles, whichever occurs first not to exceed 100,000 total vehicle miles.

²If there is remaining coverage from Audi Advantage at the time of Certified pre-owned purchase, the Audi Certified pre-owned vehicle may benefit from the remainder of the No-Charge Scheduled Maintenance. Coverage varies by vehicle.

³See dealer for details, visit audiusa.com/certified or call 1-800-FOR-AUDI.

⁴Roadside Assistance coverage provided by Road America in the U.S. Certain conditions apply. See your dealer for details.

⁵Only at participating dealers.

Audi Certified pre-owned owner information

(Please print clearly)

Name of Purchaser:

VIN:

Audi Model:

Street Address:

City:

State:

Zip Code:

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 car warranty.

- ▶ The warranty on your Certified pre-owned vehicle may have coverage for up to a total of 6 years or 100,000 miles, whichever occurs first.*

Limited New Car Warranty

4 years/50,000 miles
(whichever occurs first)

Audi Certified pre-owned Limited Warranty

Up to 2 years/50,000 miles
(whichever occurs first)

Original In-Service Date

Expiration of Audi New Car Limited Warranty

***If there is remaining coverage from the Audi Limited New Vehicle Warranty:** If there is remaining coverage from the Audi Limited New Vehicle Warranty at the time of Certified pre-owned purchase, the Audi Limited New Vehicle Warranty provides coverage (on the Certified pre-owned vehicle) until its expiration either 4 years from the original in-service date or up to 50,000 miles, whichever occurs first. When the Audi Limited New Vehicle Warranty expires, the Audi Certified pre-owned Limited Warranty becomes effective and provides coverage for a period of 2 years or up to 50,000 miles, whichever occurs first. The combined coverage may, but not necessarily will, provide coverage for up to 6 years and/or 100,000 miles. In no event will coverage exceed 100,000 total vehicle miles or 6 years.

If there is no Audi Limited New Vehicle Warranty remaining: If the Audi Limited New Vehicle Warranty has expired at the time of Certified pre-owned purchase, the Audi Certified pre-owned Limited Warranty provides coverage from the Certified pre-owned purchase date for 2 years or up to 50,000 miles, whichever occurs first. In no event will coverage exceed 100,000 total vehicle miles.

Terms of the Audi Certified pre-owned Limited Warranty:

Warranty repair free of charge except for deductible of \$50 per dealer visit

Repairs under this warranty will be performed free of charge, with \$50 per dealer visit. In the event several repair attempts are necessary to repair a manufacturer's defect in materials or workmanship covered by this warranty, the deductible with respect to that repair must be paid only once.

Where to go for warranty service

To obtain service under this 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, including its territories or Canada. This warranty does not apply outside the United States, including its territories and Canada.

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 to the nearest authorized 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: A statement explaining the circumstances that prevented you from getting to an authorized Audi dealer, paid receipt(s), repair order(s) and the part(s) removed from your Audi.

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. 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 air flow sensor

Automatic transmission – selector lever and mechanism, Tiptronic® switches and controls, transmission control module, transmission speed sensor, mounts, multi-function 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

What is covered (continued)

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 (bushings subject to wear), 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 motor, 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

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, back up 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, side view mirror motors and associated wiring, sun shade motor, air bag sensors and warning lights and associated components, air bags, seat motors and heating elements and their relays

What is not covered

Repairs already covered by the Audi Limited New Vehicle Warranty – this warranty is secondary to the Limited New Vehicle Warranty.

Radio and Navigation – This warranty does not cover navigation components, sound system components including radios, compact disc and DVD players, speakers, sub-woofer and radio tape head cassette cleaning. Excludes MMI™ (Multi Media Interface) components not related to navigation and sound system.

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 which 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.

What is not covered (continued)

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, tie-rod ends, incandescent bulbs, fuses, radio tape head cassette cleaning, worn seatcovers, 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.

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.

Damage or malfunctions due to lack of maintenance – This warranty does not cover damage caused by failure to follow recommended maintenance and use instructions as set forth in the Owner's Manual and the Maintenance Booklet. The owner must present copies of all maintenance performed on their vehicle at the time of service to avoid repairs from being denied.

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

Damage caused by the environment – This warranty does not cover damage caused by airborne industrial pollutants such as acid rain, bird droppings, stones, floodwater, windstorms and other similar occurrences.

Cost of maintenance services – This warranty does not cover the cost of any maintenance services. Such services may be covered under the remainder of the original Limited New Vehicle Warranty, which varies by vehicle.

The Audi Certified pre-owned Limited Warranty, the Audi New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation and the Federal Emissions Warranties, 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 any 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 and provinces 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.

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 Roadside Assistance benefits for coverage regarding transportation and lodging. 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 which 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 **1-800-822-2834**.

Transfers

The Audi Certified pre-owned Limited Warranty is non-transferable.

Audi Roadside Assistance¹

You will receive your membership kit one to two weeks following delivery. The Audi Roadside Assistance program offers the following services:

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

Call the Roadside Assistance Center: 1-800-411-9988

To obtain service you must provide the following information:

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

Plus much more:

▶ **Trip interruption benefits**

If your registered Audi is disabled because of a mechanical breakdown over 100 miles from your residence address, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Trip interruption coverage is limited to a maximum of \$500 per disablement/incident (A8/S8 trip interruption is \$1,000 per disablement/incident). Reference your membership kit for benefit details. It is required that you contact your Roadside Assistance Center to obtain a pre-authorization number and reimbursement instructions.

¹Roadside Assistance coverage provided by Road America in the U.S. Certain conditions apply. See your dealer for details.

► **Trip Routing service**

Our idea of Roadside Assistance goes far beyond helping you in times of need. We want to make every road trip more special. With Trip Routing, we'll supply you with maps and other travel information that cover your entire route, from departure point to destination point. You can request the most direct route or the most scenic route from your Roadside Assistance Center. Please allow three weeks for delivery of your travel package.

► **audiusa.com**

As an Audi driver, you're encouraged to join My Audi. There's no better way to enhance the ownership experience. Once registered, you'll receive updates on special offers, new products and exciting events. In addition, you can shop the Audi Collection for lots of neat stuff for you and your car. There's even a section that answers frequently asked questions.

My Audi also allows you to configure and save information on your next Audi as well. Owners will receive tips about their cars from Audi engineers. While nothing can top the experience of driving an Audi, My Audi comes close.

