



## **Audi Extended Warranty**

**Applicable to Audi vehicles registered from 1st January 2023 as part of the Audi Assurance Package**

# Contents

<b>Welcome</b> .....	1
<b>The Owner’s Manual</b> .....	1
<b>Digital Service Schedule</b> .....	1
<b>Warranties</b> .....	1
<b>Authorised Audi Dealer</b> .....	2
<b>Customer Service</b> .....	2
<b>Audi Extended Warranty</b> .....	3
<b>Coverage</b> .....	3
<b>Items replaced under extended warranty</b> .....	3
<b>Change of ownership</b> .....	3
<b>Note</b> .....	3
<b>Warranty Validity</b> .....	3
<b>Types of service not covered by the extended warranty</b> .....	5
<b>Types of damage not covered by the warranty</b> .....	5
<b>Audi paint and anti-corrosion warranties</b> .....	6
<b>Audi 3-year paint warranty</b> .....	6
<b>Audi 12-year anti-corrosion warranty</b> .....	7
<b>Audi Extended Warranty Owner Information</b> .....	8
<b>Change of Ownership History</b> .....	9

# Welcome

Your Audi Extended Warranty Cover has been designed to give you additional peace of mind when you need it most.

## 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 defects in the sense of warranty, 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 ensure that your vehicle is serviced and repaired in accordance with the Manufacturer's guidelines.**

**Authorised Audi Dealer**

Please refer to our website to locate the nearest Audi Centre. [www.audi.com.my](http://www.audi.com.my)

**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: [info@audi.com.my](mailto:info@audi.com.my)

## Audi Extended Warranty

### Coverage

Audi provides a warranty in accordance with the warranty terms for Audi vehicles, as detailed in the contract of sale.

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 extended warranty

An Authorised Audi Dealer must carry out any remedial work under warranty, and will repair or replace any defective parts at its 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. It is important

to update this booklet and the Audi Centre Network if a change of ownership occurs, for recording purposes.

### 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 and with updated in the Digital Service Schedule according to the Manufacturer’s guidelines. The coverage is limited to vehicles sold and registered in Malaysia by an Authorised Audi Dealers only.

The following reasons can cause the warranty to be voided (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, 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 not serviced according to the manufacturer's guidelines
- 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.) on 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 extended warranty**

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

- Any 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:

- 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 remote key battery, 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 an unauthorised rep-parts,

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 guidelines
  - 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 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
  - Damage to parts which have been replaced or modified by parties other than an Authorized Audi Dealer

## 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 Extended Warranty Owner Information

Name of Owner : \_\_\_\_\_

Street Address : \_\_\_\_\_

Postal Code : \_\_\_\_\_

Audi Model : \_\_\_\_\_

Vehicle Identification Number : \_\_\_\_\_

Vehicle Registration Date : \_\_\_\_\_

Extended Warranty Start Date : \_\_\_\_\_

Extended Warranty End Date : \_\_\_\_\_

---

Authorised Audi Dealer Stamp

## Change of Ownership History

<p><b>Date:</b></p> <p><b>Name of New Owner:</b></p> <p><b>Street Address:</b></p> <p><b>Postal Code:</b></p> <p>_____</p> <p><b>Authorised Audi Dealer Stamp</b></p>
<p><b>Date:</b></p> <p><b>Name of New Owner:</b></p> <p><b>Street Address:</b></p> <p><b>Postal Code:</b></p> <p>_____</p> <p><b>Authorised Audi Dealer Stamp</b></p>
<p><b>Date:</b></p> <p><b>Name of New Owner:</b></p> <p><b>Street Address:</b></p> <p><b>Postal Code:</b></p> <p>_____</p> <p><b>Authorised Audi Dealer Stamp</b></p>

An Audi Malaysia publication

Printed December 2022

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](http://www.audi.com.my) or visit your nearest Authorised Audi Dealer.