



Audi e-tron Warranty with Audi Assurance Package

Applicable to Audi e-tron registered from May 2023

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Welcome

Congratulations on the purchase of your new Audi e-tron. We are delighted to take this opportunity to let you know about the multitude of benefits that await you as a valued owner.

The Owner's Manual

Please read the Owner's Manual and any additional supplementary literature carefully as soon as possible.

With the Owner's Manual, you can discover essential information that empowers you to navigate the vehicle controls and equipment effortlessly.

Treating your vehicle correctly and ensuring it receives regular care and maintenance will also help maintain its value, and it's also required to ensure you keep your warranty cover.

Digital Service Schedule

In order to create a simple and secure method of documenting the services performed, the conventional Service Schedule with spaces for workshop stamps has been replaced with 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 e-tron 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. Your Audi e-tron High Voltage battery has a

warranty coverage of 8-years /
160,000km* whichever comes first.

*subject to terms & conditions, please
refer to following chapters for more
information.

**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

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.

Roadside Assistance

If you require assistance, please call
1800-22-AUDI (2834), or email to:

info@audi.com.my

Audi Warranty

Coverage

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

The Audi e-tron is provided a warranty for the high-voltage battery against all faults in material or workmanship for eight years after initial delivery of the first 160,000 km driven, whichever occurs first. This warranty does not comprise the loss of the net-battery energy content of the high-voltage battery.

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 roadside assistance.

High-voltage batteries for Audi e-tron vehicles

In addition to the new Audi vehicle warranty, Audi AG provides a warranty for the high-voltage battery to the buyer of a new Audi e-tron vehicle against excessive loss of the net -

battery energy content of the high-voltage battery for eight years after initial delivery or the first 160,000 km driven, whichever occurs first, subject to the specified following conditions.

For technical reasons, the battery energy content in kWh (determined via an energy content measurement) and therefore the performance of a lithium-ion high-voltage battery decreases in the course of its service life (natural wear)

If a high-voltage battery's energy content measurement within the warranty period indicates that the actual net-battery energy content at the time specified in the following clauses is less than 70% of the net-battery energy content at the time the vehicle was delivered to the first buyer (the initial value), an excessive loss of the net-battery energy content in accordance with the terms of the warranty conditions is present.

Note: the net-battery energy content corresponds the usable battery energy content. The reference point for the battery energy content covered by this warranty is the net value specified by Audi AG. The nominal energy content

of the battery is higher than the net battery energy due to system-technical reasons.

If there is an excessive loss of the net battery energy content within the warranty period in accordance with the clause above, it will in this way be remedied free of charge for the buyer (with new or reconditioned high-voltage battery components at the sole discretion of AUDI AG) so that at least the following net battery energy content value is achieved depending on the time in use / service life specified as below:

This an overview of the Net battery energy content of the high-voltage batteries for Audi e-tron vehicles which cover excessive loss of battery energy as described in the previous clause

e-tron model	3-years or 60,000 km	5-years or 100,000 km	8-years or 160,000 km
Q8	≥ 78%	≥ 74%	≥ 70%
GT			
RS GT			

*The net-battery energy content refers to the total amount of electrical energy

that can be stored and discharged by a high-voltage battery.

Example: If the net-battery energy content on a vehicle four years after delivery with a mileage of 50,000 km is 65% of the initial value, a remaining net-battery energy content of at least 74% must be reached after rectification of the fault.

The components that are removed and replaced while remedying the fault shall become the property of Audi AG.

Warranty exclusions and restrictions for high-voltage batteries

The warranty for the high-voltage batteries expires if the malfunction or the excessive loss of the net-battery energy content was caused by:

- The high-voltage battery being removed from the vehicle, improperly opened, or no longer operated in combination with the high-voltage battery vehicle.

- The instruction applying to the operation, treatment, and care of the vehicle (particularly the care instruction of the charging and state of charge of the high-voltage battery) described in the owner's manual supplied with the vehicle not being followed.
 - The high-voltage battery coming into direct contact with open flames.
 - Water or aggressive liquids making direct contact with the high-voltage battery (e.g. with high-pressure or steam)
 - The vehicle has previously inappropriately been repaired, improperly serviced, or improperly taken care of by the owner of the vehicle or a third party, unless this was done as part of a warranty repair by an authorized Audi partner.
 - Parts have been added or installed in the vehicle that AUDI AG* or its agents have not authorized for utilization, or the vehicle has been modified in a manner that has not been authorized by AUDI AG or its agents (e.g., tuning)
 - The vehicle has been improperly handled or overstrained (e.g., in motor-racing events or by battery overcharging).
 - The vehicle was damaged by external effects (e.g., traffic accident, hail, floods)
 - A defect was not reported immediately upon discovery.
 - Despite being requested to do so, the opportunity to repair a defect was not immediately given.
- Natural wear and tear, thus usual signs of wear of the vehicle / high-voltage battery that are not caused by defects in material or workmanship as well as consequential damages that can be traced back to natural wear and tear, are not included in this warranty.
- In addition, all the provisions of the new vehicle warranty apply accordingly to the high-voltage battery. If reference is made to a vehicle defect, the regulations are to be understood in such a way that they apply not only to a malfunction of the high-voltage battery, but also to an excessive loss of the net-battery

energy content within the scope of clause

The warranty for high-voltage batteries is generally void if the vehicle is registered or operated permanently in a market for which the manufacturer has not approved it and in which it is therefore not available through the sales organization authorized by the manufacturer.

Please note that this warranty does not cover normal wear and tear or damage caused by abnormally rough or improper use, accident damage or unauthorized modifications.

If your vehicle does break down, please contact your roadside assistance.

Items replaced under warranty

An authorised Audi dealer must carry out any warranty remedial work 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 AG. You may take your vehicle as soon as possible 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 service partner 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 updated in the Digital Service Schedule according to the manufacturer’s guidelines. The coverage is limited to 60-months since the date of the first vehicle registration.

The following reasons can cause the warranty to be voided and not reinstated (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 used in racing and 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 accordingly to 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.) of other parts or sections of the vehicle, or of the original factory design of the vehicle.
- Any change to the vehicle that does not comply with the manufacturer's specifications e.g. engine tuning, driveline modifications.

Types of service not covered by the warranty

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

- Any scheduled maintenance services such as the replacement of fluids, refrigerants, and filters.
- Adjustment services such as wheel alignments, tyre balancing and brake, 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 in the sense of warranty (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, tyres, wiper blades, bulbs and fuses, vehicle battery, filters, carpets and seat covers
- Damage to paintwork or chrome trims caused by industrial pollution, animal droppings, resinous tree sap, road salt, 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 unauthorised parts, conversion or modification to the vehicle. For example, chip tuning
- Defects arising from a failure to have the vehicle maintained / serviced in accordance with manufacturer's guidelines
- Damage caused by neglect and improper use, repair or servicing of the vehicle
- Failure or breakdown caused by external sources such as road traffic accident, fire and theft, etc.
- 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 driven off road
- Damage to parts which have been replaced or modified by parties other than an authorized Audi dealer

Audi paint and corrosion perforation warranties

Audi 3-year paint warranty

The high-quality paint finish on your Audi e-tron is covered by a 3- year unlimited mileage warranty against manufacturing defects. Please take note of the vehicle care and cleaning guidelines listed in the owner's manual.

Audi 12-year corrosion perforation 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 models – a rust-proof all-aluminium construction. Your corrosion perforation 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 get into an accident, an authorised Audi dealer can repair your vehicle to give it the same level of corrosion perforation protection during the original manufacturing process.

Audi Warranty Owner Information

Name of Owner	:	_____
Street Address	:	_____
Postal Code	:	_____
Audi Model	:	_____
Vehicle Identification Number	:	_____
Vehicle Registration Date	:	_____
Warranty Start Date	:	_____
Warranty End Date	:	_____

Authorised Audi Dealer Stamp

Change of Ownership History

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

An Audi Malaysia publication

Printed May 2023

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** or visit your nearest Authorised Audi Dealer.