



Audi Approved :plus Warranty and Motoring Plan Policy

Audi Approved
:plus





Contents

An introduction to Audi Approved :plus	1
What are the benefits of the warranties?	2
What are your responsibilities?	4
Warranty exclusions	5
Your service and maintenance requirements	6
Audi Approved :plus Roadside Assistance	6
General Exclusions to Roadside Assistance	7
Can you transfer your warranty?	8
Audi Approved :plus Warranty	8
Audi Approved :plus owner's responsibilities	8
Definitions	9



An introduction to Audi Approved *:plus*

The Audi Approved *:plus* Warranty and Audi Approved *:plus* Motoring Plan programmes have been designed by Audi of New Zealand to provide you with the best possible protection for your pre-owned Audi.

You'll be pleased to know that your Audi has met and surpassed a stringent 110-point inspection set by Audi of New Zealand and conducted by Audi trained technicians to ensure it retains its reliability – and of equal importance, its investment value.

Audi Approved *:plus* Warranty provides you with protection against possible mechanical failure (refer to Benefits of the Warranty on pages 2-3) without the complications associated with many used vehicle warranties.

The Audi Approved *:plus* Motoring Plan is optional and is available at an additional cost at the time you buy your vehicle. This plan covers maintenance and servicing through the authorised Audi Dealer network. Please refer to page 10 for full details.

What are the benefits of the warranty?

The Audi Approved *:plus* Warranty provides the purchaser with comfort that the vehicle has met and surpassed the 110-point inspection set by Audi of New Zealand.

The Audi Approved *:plus* Warranty entitles the vehicle identified on the Audi Approved *:plus* customer registration form to be free of defects in materials and workmanship within the systems specified on pages 2 and 3 for a period of 24 months, with unlimited mileage from the date of delivery to the owner.

Subject to the limitations and exclusions set out in this document, Audi New Zealand agrees to provide the benefit of repair or replacement of genuine parts found by the authorised Audi Dealer to be defective. All items are replaced at the discretion and or consultation with Audi of New Zealand to which the defective items become the property. The following defines the specific components within each major assembly that are warranted against mechanical or electrical breakdown. (Unless otherwise detailed within the "Exclusions to the Warranty" on page 5.)

Engine

All internal components including: oil pump, crankshaft and pulley, big end and main bearings, con-rods, gudgeon pins, pistons and rings, cylinder head and

gaskets, valves, valve guides, camshaft and cam followers, timing gears, timing belt and tensioners, flywheel and ring gear, inlet and exhaust manifolds, engine seals and O ring components.

Turbocharger

Turbocharger unit, boost pressure regulation, diverter valve and water circulation pump.

Clutch

Master cylinder, slave cylinder and release bearing are covered against mechanical failure or oil contamination. Wear to the clutch and pressure plates is not covered by the warranty. Clutch failure due to normal wear and tear or burnt out lining material is not covered by the warranty.

Gearbox

Manual Transmission: Internal components including gears, shafts, synchro hubs and rings, selectors, bearings and bushes, oil seals and O rings and gear lever linkage.

Automatic Transmission: Internal components including torque converter, twin-clutch assemblies, gears, clutch packs, servos and governor, electronic valve body, mechatronics assemblies, shafts, bearings and bushes plus gear lever and linkage.

Front Final Drive Assembly

All internal drive unit components including crown wheel and pinion, differential unit bushes and bearings, plus external drive shafts, couplings, hubs and hub bearings and drive flanges.

Four Wheel Drive System (quattro)

Internal components including front differential, centre differential and lock, rear differential, bearings and shafts, propshaft, couplings, hubs and hub bearings and drive flange.

Propshaft

Propshaft, universal joints and centre bearings.

Suspension

Upper and lower wishbones with associated ball joints and bushes, springs and wheel bearings.

Braking System

Friction materials and discs. Master cylinder, brake servo unit, and hydraulic system and all ABS/ESP electronic components.

Cooling System

Thermostat, water pump and heater core and matrix valve. Coolant hoses and fans. Radiator replacement except in the case of damage by a foreign object(s).

Fuel System

Mechanical and electrical fuel pumps, airflow or air mass meter, fuel pressure control system. All areas of fuel injector function and control system(s). Damage to fuel system components caused by filling the vehicle with incorrect fuel is not covered by the warranty.

Steering

Adjustable column and shaft. Power steering unit, hydraulic pump, electric assistance motors, pressure pipes, reservoir, drive belts, tensioners and idler pulleys.

Electronic Ignition System

All electronic control and triggering units.

Air Conditioning

Original equipment, integral components of the air conditioning system and compressor.

Electrical

Original equipment components of the vehicle electrical system including control units, electric motors, switches, alternator charging system including voltage regulator. Original equipment batteries.

What are your responsibilities?

The Audi Approved *:plus* Warranty has been designed to provide you with peace of mind motoring. Unlike many other warranties, we have removed the complexities of fine print. Instead we want you to be able to enjoy your Audi in the confidence that we will provide you with the full benefits of the warranty.

The owner's responsibilities are limited to:

- a) Acknowledging acceptance of the conditions and benefits to the warranty by signing the Audi Approved *:plus* Registration Form and returning it to the authorised salesperson at the time of purchase.
- b) Ensuring that the vehicle is provided with the original completed service and maintenance schedule, and that they are available for inspection by an authorised Audi Dealer on the occasion of repairs.
- c) i. Maintaining the Audi in accordance with the vehicle service schedule as supplied with the vehicle. All scheduled maintenance work must be performed within 30 days or 1,000km of the due service by an authorised Audi Dealer or approved Audi Service Centre. The service maintenance schedule is 15,000 km or 12 months, whichever occurs first.

- ii. Failure to comply with the manufacturer's service schedule may result in cancellation of the warranty policy.
- d) Notifying your nearest authorised Audi Dealer or approved Audi Service Centre upon recognition of any faults as soon as possible. They will take care of your needs and make every effort to overcome any problem with the minimum of inconvenience.

This Warranty is in addition to and does not affect or restrict your statutory rights as a consumer.

General exclusions to the Warranty

The Audi Approved *:plus* Warranty shall not include or provide under its liability for the following:

- a) Additional servicing or maintenance, the parts or lubricants to perform maintenance not detailed in the vehicle service schedule or recommended by the manufacturers maintenance schedule or required interval – except where an Audi Approved *:plus* Motoring Plan has been purchased.
- b) Petrol or diesel, road user charges, vehicle licensing and insurance.
- c) Costs for transportation, hire vehicles or accommodation.
- d) Items subject to normal wear and tear including but not limited to tyres and clutch parts. Items affected by driving characteristics or habits.
- e) Damage arising from the vehicle having been filled with incorrect fuel.
- f) Consequential damage due to neglect in relation to periodic and scheduled servicing.
- g) Costs to the repair of items or assemblies not standard to the vehicle or non-genuine installed by a previous owner or dealer.
- h) Costs to assemblies included in the guarantee benefits that have undergone modification or adjustment by non-authorised agents.
- i) Defects or wear and tear attributed to the use of the vehicle in competition or motorsport events.
- j) Wheel alignment, non-original batteries and non-original audio equipment and accessories.
- k) Corrosion of exhaust systems.
- l) Normal wear and deterioration to seats, interior trim and upholstery.
- m) Damage arising from normal use and environmental elements.
- n) Repairs required as a result of accident damage or external causes.
- o) Faults relating to the paint finish on vehicles older than three years of age since delivery to the original owner.
- p) Damage to vehicle glazing.

Your service and maintenance requirements

Authorised Audi Dealers and approved Audi Service Centres are conveniently located throughout New Zealand to provide you with complete facilities for servicing and maintaining your vehicle.

These dealerships have modern specialist tools and equipment at their disposal, as well as thoroughly trained technicians with access to a comprehensive range of genuine parts.

All Audi dealerships work according to advanced factory guidelines. These include service procedures which ensure that the

work required to maintain your vehicle's reliability, roadworthiness and value are performed to Audi standards.

Every Audi is required to undergo servicing every 15,000 km or 12 months, whichever occurs first. Please refer to your vehicle service schedule to confirm when the next service is due.

Bear in mind, this is an owner's requirement as described in the section "What are your responsibilities?"

Audi Approved :plus Roadside Assistance



0800 247 253

Flat battery / jump start

If the vehicle cannot be jump started due to the battery requiring replacement, the vehicle will be referred or transported to the nearest Audi approved repairer.

Lockout assistance (keys locked in vehicle)

First Assistance will dispatch a provider to unlock the vehicle or if more convenient, arrange for the spare set of keys to be delivered to the driver.

Lost keys

First Assistance will arrange for a replacement key to be delivered to the driver. If there is no spare key available, First Assistance will arrange for the vehicle to be transported to the nearest dealer. All expenses for the replacement key will be at the driver's cost.

Out of fuel

First Assistance will arrange, free of charge, the delivery of 5 litres of petrol or diesel.

Tyre

First Assistance will dispatch a provider to remove the flat tyre and fit the vehicle spare wheel. If the spare wheel is flat or has no spare (vehicle has collapsible tyres or a Tyre Mobility System) First Assistance will pay for a provider to assist the caller, refill the tyre or to transport the vehicle to the nearest Audi approved repairer or place of safety.

Mechanical breakdown

First Assistance will dispatch a provider to transport the vehicle to the nearest Audi approved repairer or place of safety.

Vehicle repatriation

Where a vehicle is immobilised more than 100 kilometres from the owner's home and the repairs will take longer than 24 hours, the owner may elect to continue the journey by alternative means. If required, First Assistance will arrange for the vehicle to be transported to the customer's home or ultimate destination – whichever is the shorter. Alternatively the owner/driver may choose to be repatriated back to the repairer to collect the vehicle

Rental car

If the vehicle is immobilised greater than 100 kilometres from the owner's/driver's normal place of residence (as registered in the program), and cannot be repaired within 24 hours, the owner/driver will be entitled to a rental car to a cost of \$120 per day and a maximum of three days rental. Rental vehicle insurance and petrol costs remain the responsibility of the owner/driver.

Accommodation (in lieu of a rental vehicle)

If the vehicle is immobilised greater than 100 kilometres from the owner's/driver's normal place of residence (as registered in the program), and cannot be repaired within 24 hours, the owner/driver will be entitled to accommodation costs, per night, (room charge only) of up to \$120 per night to a maximum of three nights.

Accident / Collision Assistance

If the vehicle is involved in a motor vehicle accident, after ensuring all parties are safe First Assistance will provide advice/referral to the owner's/driver's insurer and if requested, organise an accident/tow provider to attend and transport the vehicle to an Audi approved repairer or place of safety.

Emergency contact

In the event of a breakdown or accident, First Assistance can connect their call to family members, friends or business associates to notify them of any possible delays.

Phone Assistance

Technical advice

Telephone technical advice will be provided by the First Assistance operators in relation to the vehicle operation, any safety warnings or lights that may appear or technical and mechanical information regarding the vehicle.

Advise of dealership locations / contacts etc.

First Assistance will provide callers with location details or contacts to published numbers

Service bookings

First Assistance will further support the owner by coordinating vehicle service bookings with the Audi dealer network.

Windscreen/glass repair or replacement

First Assistance will refer the owner/driver to the nearest Audi approved repairer or automotive glass specialist repairer

Medical referral service

If the caller requires medical advice or assistance First Assistance can refer them to local doctor and / or local emergency services.

Legal referral

if the owner/driver requires legal advice relating to a motoring incident, First Assistance will transfer the caller to the driver's legal advisor (free of charge).

Customer experience call

As part of the event process First Assistance will make a follow up call to the vehicle owner/driver to ensure that no further service is required and they are satisfied with the experience provided in their time of need.

Exclusions:

Services and entitlements listed in the above programmes do not apply to the following:

- a) Vehicles used in motor racing, car rallies, speed or duration testing or any practice thereof.
- b) Claims arising from the loss or damage to the contents of the vehicle.
- c) Claims arising from damage caused through the forced entry of a vehicle in any attempt to unlock and recover keys locked in the vehicle, whereby the owner/driver has been fully briefed on the risk and situation by the First Assistance provider in attendance, and the owner/driver has subsequently agreed to sign the indemnity form offered by the provider prior to commencing forced entry/unlock of the vehicle.
- d) Claims arising from a recurring electrical or mechanical failure resulting from improper care or vehicle maintenance, or vehicle servicing where a known fault and repair has been neglected.
- e) Situations where the vehicle is disabled by floods, snow affected roads, or is not accessible due to other adverse road or weather related conditions.
- f) Vehicles being bogged/trapped in off road conditions, and not accessible by normal two wheel drive recovery vehicles.
- g) Vehicles located off designated public roads (other than private residence), and not accessible by normal two wheel drive recovery vehicles.
- h) Any vehicle exceeding 4.5 tonnes.
- i) Vehicle has been left unattended.
- j) Any vehicle not nominated and registered to the Audi Approved :*plus* Roadside Assistance program
- k) Vehicles not displaying a current motor vehicle registration certificate and warrant of fitness
- l) The Audi Approved :*plus* Roadside Rescue program excludes taxis, or vehicles used for hire or reward (rental vehicles). Rental vehicles will be provided with cover for warranty related events only.
- m) Costs relating to parts, labour or any associated costs for the repair of the vehicle outside of the benefits listed shall be at the owner's/driver's expense.
- n) Any event/cost as a result of careless use or misuse of the vehicle.

Can you transfer your warranty?

The Audi Approved :*plus* Warranty is transferable to subsequent owners subject to the vehicle being operated and maintained within the scope of this policy.

Audi Approved *:plus* Motoring Plan

The following section relates to the Audi Approved *:plus* Motoring plan only. The Audi Approved *:plus* Motoring Plan is available at additional cost at the point of sale of the vehicle from the authorised Audi Dealer, or as a retail purchase after an existing motoring plan has expired.

Service and Maintenance Plan

In addition to all of the benefits of the Audi Approved *:plus* Warranty, Audi Approved *:plus* Motoring Plan provides cost free* scheduled servicing and maintenance in accordance with the Audi service schedule.

All scheduled services and replacement parts as detailed in the Audi service schedule are supplied free of charge for a period of 24 months with unlimited mileage from the date of delivery to the owner. This includes:

1. All maintenance services, inclusive of parts and lubricants, according to the Audi service schedule.
2. All original parts requiring replacement due to wear and tear given normal operating conditions and use. Please refer to Exclusions to the Warranties on page 9.
3. Annual Land Transport vehicle inspections (W.O.F.)

The owner is responsible for all expenses that do not fall within the scope of The Audi Approved *:plus* Motoring Plan, for example fuel, road user charges, tyres, vehicle licensing and insurance.

Audi Approved *:plus* owner's responsibilities

Owners must maintain their Audi in accordance with the Audi service schedule in the Audi Owner's Manual supplied with every vehicle. All scheduled maintenance work must be performed by an authorised Audi Dealer or approved Audi Service Centre.

Failure to perform any one service will automatically deem Audi Approved *:plus* Warranty to be revoked.

Definitions

Audi Approved :*plus* Warranty and Audi Approved :*plus* Motoring Plan refer to the warranties provided exclusively by European Motor Distributors Ltd. A policy under Audi Approved :*plus* is an agreement made between the nominated policy holder and European Motor Distributors Ltd.

Audi of New Zealand

A trading division of European Motor Distributors Ltd

Audi Dealer

Refers to any Dealer in the New Zealand authorised Audi Dealer or approved Audi Service Centre Network

Date of Delivery

Date of vehicle possession from an authorised Audi Dealer

Eligible Vehicle

- ▶ Audi vehicle which is mechanically sound and in a roadworthy and serviceable condition at the time of sale by an authorised Audi Dealer
- ▶ Imported and first registered new in New Zealand
- ▶ Greater than 1 years of age from the date of delivery to the original owner
- ▶ Less than 6 years of age from the date of delivery to the original owner

- ▶ Travelled less than 100,000kms
- ▶ Passed the technical inspection criteria and all documentation including check sheet supplied to Audi of New Zealand
- ▶ The vehicle described in the contract

Excluded Items

- ▶ Items not listed within the benefits of the guarantee
- ▶ Non-genuine items installed by the owner, previous owner(s) or dealer
- ▶ Maintenance items non-standard to Audi at production

Failure

Operating damage and wear which is unforeseen and unexpected to the benefit items which requires immediate repair or replacement

Term of Guarantee

24 month period with unlimited mileage from the date of delivery to the owner nominated in the Audi Approved :*plus* customer registration form

Benefits of Guarantee

Those items listed and provided for repair or replacement within this booklet other than those deemed to be excluded

*Cost-free means the provision at no expense, to the Approved Plus Motoring Plan holder of the services described in this document

Authorised Audi Dealer Network

Continental Cars

42 Great South Road, Newmarket
Auckland
Telephone: (09) 526 6940
Email: audiservice@ccs.co.nz
continentalcars.co.nz

Giltrap Audi

150 Great North Road, Grey Lynn
Auckland
Telephone: (09) 336 5250
Email: service@giltrapaudi.co.nz
giltrapaudi.co.nz

Ebbett Prestige

490 Grey Street
Hamilton
Telephone: (07) 903 2240
Email: audi@ebbett.co.nz
ebbettaudi.co.nz

Farmer Autovillage

116 Hewletts Road
Mount Maunganui
Telephone: (07) 578 6017
Email: bookings@farmerautovillage.co.nz
farmerautovillage.com/audi

Euro City

120 Prebensen Drive
Napier
Telephone: (06) 835 8810
Email: enquiries@eurocity.co.nz
eurocity.co.nz

Robertson Prestige

Cnr Rangitikei St and JFK Drive
Palmerston North
Telephone: (06) 353 0605
Email: service@robertsons.co.nz
robertsonprestige.co.nz/audi

Armstrong Prestige Wellington

66 Cambridge Terrace
Wellington
Telephone: (04) 384 8779
Email: service@armstrongprestigewlg.co.nz
armstrongprestige.com/brands/audi

Archibalds

32 Tuam Street
Christchurch
Telephone: (03) 977 8200
Email: service@archibalds.co.nz
archibalds.co.nz

Southern Motor Court

300 Andersons Bay Road
Dunedin
Telephone: (03) 455 5500
Email: service@smcourt.co.nz
smcourt.co.nz

Approved Audi Service Centres

IC Motor Group

50 Port Road
Whangarei
Telephone: 0800 242 668
Email: service@icmotorgroup.co.nz

W R Phillips Ltd

144 – 158 Devon Street West
New Plymouth
Telephone: (06) 968 5679
Email: service@wrphillips.co.nz

Ebbetts Taupo

147 – 155 Ruapehu Street
Taupo
Telephone: (07) 3784 130
Email: rlagas@ebbett.co.nz

Queenstown Motor Group

2 Hawthorne Drive
Frankton
Telephone: (03) 450 9034
Email: admin@queenstownmotorgroup.co.nz
queenstownmotorgroup.co.nz

Audi Cover Assistance

Telephone toll free: 0800 866 886

Audi Approved *:plus*
0800 247253

European Motor Distributors Ltd

1 Nixon Street, Grey Lynn

PO Box 959, Auckland

Ph (09) 360 2911

Email: info@audi.co.nz

March 2017