

New Vehicle Warranty

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Audi

Key points to note:

- **This document is issued by European Motor Distributors Limited trading as Audi New Zealand ("the Importer"). It sets out the benefits of the warranties given on new Audi vehicles, purchased in New Zealand, from authorised Audi dealers. It also sets out the terms, conditions and limitations which apply to the warranties.**
- **To get the benefit of the warranty you must take your vehicle to an authorised Audi Dealer or Service Centre. See www.audi.co.nz for locations.**
- **Nothing in this warranty limits rights provided under New Zealand consumer law.**
- **If you have questions about what your vehicle's warranty covers, you should contact your authorised Audi Dealer or Service Centre before any works commence.**
- **This document is dated 1 January 2026**

Who is providing the Warranty?

This Warranty is being provided by the Importer in its capacity as the importer and/or retailer of the vehicle and as the representative of Audi AG ("the Manufacturer") in New Zealand.

What vehicles does it apply to?

The Warranty only applies to Audi vehicles imported new into New Zealand by the Importer ("Eligible Vehicles").

Who gets the benefit?

It is provided to the first owner of an Eligible Vehicle. The balance of the warranty is then fully transferable to subsequent owners.

Summary of Warranty

Any time period for a warranty within this document will commence from whichever occurs first of the following:

- the date of first registration of the Eligible Vehicle in New Zealand; or
- when the Eligible Vehicle was delivered to its first owner by the Importer or its agent.

The Eligible Vehicle will be free of defects in the original materials and workmanship, for the following periods (together "the Warranty"):

Vehicles registered on or **after** 1 April 2019
5 years or 150,000 km cover against all defects in material or workmanship (whichever occurs first), other than as noted in the remainder of this table.
12 years cover against corrosion perforation of bodywork (with unlimited mileage)
3 years cover against paint defects on vehicle's bodywork (with unlimited mileage)
8 years or 160,000 km cover on the High-voltage battery for all Battery Electric Vehicles and Plugin Hybrid Electric vehicles (whichever occurs first)
2 years cover against all defects in material or workmanship for genuine Audi parts and accessories from the time of supply (with unlimited mileage)
5 years 24/7 national Roadside Assistance

Vehicles registered **before** 1 April 2019
3 years Unlimited km cover against all defects in material or workmanship (whichever occurs first), other than as noted in the remainder of this table.
12 years cover against corrosion perforation of bodywork (with unlimited mileage)
8 years or 160,000 km cover on the High-voltage battery for all Battery Electric Vehicles and Plugin Hybrid Electric vehicles (whichever occurs first)
2 years cover against all defects in material or workmanship for genuine Audi parts and accessories from the time of supply (with unlimited mileage)

THE TERMS OF THE WARRANTY ARE IN ADDITION TO ANY RIGHTS AND REMEDIES THAT YOU MAY HAVE UNDER NEW ZEALAND CONSUMER LAW.

For the Warranty to apply:

- The Eligible Vehicle must have treated in accordance with the any vehicle care requirements set out in the owner's manual from time to time; and
- Any damage to the Eligible Vehicle or its parts must be properly remedied without delay.

The perforation through corrosion Warranty covers only rust corrosion through body panels from the insider to the outside and is subject to any conditions listed in the owner's manual from time to time.

What benefit does the Warranty provide?

An authorised Audi Dealer or Service Centre will repair or replace (at the Manufacturer's or Importer's sole discretion) the relevant component that suffers a defect during the relevant Warranty period. Parts used in repairing the Eligible Vehicle may be either new, or a used part (at the Manufacturer's or Importer's option). Any Warranty repairs can only be carried out by an authorised Audi Service Centre. Any vehicle parts installed, painted or repaired as part of the Warranty process shall continue to have the benefit of the unexpired portion of the relevant Warranty only. Any defective parts replaced under the Warranty will then become the property of the Importer.

What does the Warranty not apply to?

Claims will not be covered by the Warranty if they arise as a result of any:

1. Failure to have the Eligible Vehicle properly maintained and/or serviced, using genuine Audi parts, by an authorised Audi Dealer or Service Centre, at the intervals specified by the Manufacturer or Importer, and including all of the items specified by the Manufacturer for each relevant periodic service (see the owner's manual for further information regarding maintenance).
2. Negligence, driver abuse or failure to properly drive, use or operate the Eligible Vehicle in accordance with the specifications, recommendations, capacity and limitations specified for the vehicle by the Manufacturer, or use of the vehicle for purposes for which it was not designed.
3. Failure to report the relevant defect without delay, or the failure to provide the Importer an opportunity to rectify the defect.
4. The installation in the Eligible Vehicle of parts, software or consumables the use of which has not been approved by the Manufacturer, or any modification (including tuning) of the vehicle in a way, or for a purpose, that has not been approved by the Manufacturer.
5. Normal wear and tear of the Eligible Vehicle, being the reduction in operating performance of a covered component that results from normal use, having regard to the age of the Eligible Vehicle and the total distance the vehicle has travelled.
6. Any items which require adjustment, replenishing or replacement as part of normal vehicle maintenance, including but not limited to oil, fuel, lubricants and coolants, spark plugs, brake and clutch linings, brake pads, clutch packs, belts, shock absorbers, refrigerant gas, filters, hoses, cables, tyres, batteries and light bulbs.
7. Use, or testing in preparation for use, for motor sport including, without limitation, racing or rallying for reward or otherwise.
8. Damage to the Eligible Vehicle by external effects or outside influences (e.g. accident, punctures, hail, flooding or exposure to saltwater).
9. Use of the Eligible Vehicle as a hire car or conveying passengers for a fare without written consent by the Importer.
10. Body repairs not completed by an authorised Audi Body Repairer. (Note: In such repairs, the body repairer may provide a warranty on the repaired area and not the Manufacturer or the Importer).
11. Defective servicing or repair work not carried out by an authorised Audi Dealer or Service Centre.

High Voltage Battery Warranty

The Importer grants additional warranties for the high voltage battery when the Eligible Vehicle is an Audi NZ Battery Electric vehicle ("BEV") or Plug-In Hybrid vehicle ("PHEV"), as detailed below. (For the avoidance of doubt, the Battery Warranty does not apply to Hybrid vehicles which are not PHEVs).

When does the Battery Warranty apply?

Notwithstanding the rest of this document, the period which the warranty applies for is

whichever of the relevant period applies first (each "the Battery Warranty Period"):

- For new vehicles, 8 years from the date of delivery of the vehicle to the first owner or for the first 160,000 km of the vehicle.
- For demonstrator vehicles, 8 years from the date of first registration by the Audi dealer for demonstrator vehicles or for the first 160,000 km of the vehicle.

What is covered?

During the Battery Warranty Period, the Importer warrants that the original high voltage battery will be free from defects in workmanship or original materials subject to the other Warranty terms and conditions set out in this document (the "Battery Warranty"). This warranty will cover all defects relating to material and labour of the following components in the high-voltage battery:

- Cell modules
- Battery housing
- Cooling elements
- Connectors for battery modules

What is not covered?

A reduction in the net battery energy capacity during the Battery Warranty Period is not considered a defect for the purposes of the Battery Warranty (however, in the case of Audi BEV models the additional Battery Capacity Warranty may apply – see section below).

Coverage for net residual energy capacity – BEV models only

An additional warranty also covers certain reductions in the net residual energy capacity of the battery in relation to Audi BEV models (for the avoidance of doubt, the Battery Capacity Warranty does not apply to PHEV models).

As shown for the relevant Audi BEV model in the tables below if, at the relevant Measurement Point, the net battery energy capacity is less than the minimum percentage held by the Eligible Vehicle at the date of its initial registration ("Initial Value") the energy content will be increased to meet the Minimum Capacity value applicable for that Measurement Point ("Battery Capacity Warranty"):

Relevant Audi BEV model	Time period or distance travelled ("Measurement Point")	Minimum net battery energy capacity at Measurement Point ("Minimum Capacity")
• Audi e-tron • Audi Q8 e-tron/SQ8 • Audi A6/Q6 e-tron	Earlier of up to 3 years or 60,000 km	At least 78% of the Initial Value
	Earlier of up to 5 years or 100,000 km	At least 74% of the Initial Value
	Earlier of up to 8 years or 160,000 km	At least 70% of the Initial Value

Relevant Audi BEV model	Time period or distance travelled ("Measurement Point")	Minimum net battery energy capacity at Measurement Point ("Minimum Capacity")
• Audi GT/RS e-tron	Earlier of up to 3 years or 60,000 km	At least 80% of the Initial Value
	Earlier of up to 8 years or 160,000 km	At least 70% of the Initial Value

Relevant Audi BEV model	Time period or distance travelled ("Measurement Point")	Minimum net battery energy capacity at Measurement Point ("Minimum Capacity")
• Audi Q4 e-tron	Earlier of up to 8 years or 160,000 km	At least 70% of the Initial Value

The net battery energy content is determined by the authorised Audi Service Centre by measuring the usable capacity (in Ah) during a qualified charging stroke and multiplying it by the nominal voltage of the battery and using diagnostic protocol provided by the Manufacturer.

The net battery energy capacity will be repaired free of charge with replacement battery components (new or reconditioned), such that the capacity reaches at least the relevant Minimum Capacity, as applicable for the relevant Measurement Point.

For completeness we note that the net battery energy content corresponds to the amount of usable battery energy content (specified in kWh) available for driving and is different from the gross battery energy content. The gross energy content of the battery is always higher than the net battery energy content and is the total theoretical capacity of the battery when fully charged, however, it includes an energy reserve for system protection and longevity.

What is not covered?

The high voltage battery is, like all lithium-ion batteries, subject to aging and wear and its capacity may decrease depending on usage and environmental conditions. A reduction in the capacity of the high-voltage battery over time is a natural property of technology and does not constitute a defect under this Warranty (it is deemed natural wear and tear) unless otherwise stated above.

All other exclusions set out in this document apply to the Battery Warranty and Battery Capacity Warranty.

Instructions and recommendations for maintaining battery capacity and life over the long term can be found in the owner's manual.

Warranty Claims

Claims arising from the Warranty can only be made at an authorised Audi Dealers or Service Centres.

Warranty claims will need to be supported by servicing history.

If you have any questions about this Warranty, contact your authorised Audi Dealer or Service Centre.

Limitation of Liability

THE TERMS OF THE WARRANTY ARE IN ADDITION TO ANY RIGHTS AND REMEDIES THAT YOU MAY HAVE AS A CONSUMER UNDER NEW ZEALAND LAW.

Subject to New Zealand consumer law:

1. The Importer's liability under the Warranty is strictly limited to the repair or replacement of the relevant components; and direct consequential damage to the Eligible Vehicle only.
2. The Importer is not liable under the Warranty for any loss, damage, debt, loss of profit, penalty, fine, expense, liability or costs that results or may result (whether directly or indirectly, in contract or tort) from any defect in the Eligible Vehicle or relevant component.

Your Rights Under New Zealand Consumer Law

THE WARRANTY IS PROVIDED IN ADDITION TO, AND DOES NOT EXCLUDE, RESTRICT OR LIMIT ANY RIGHTS YOU MAY HAVE AS A CONSUMER UNDER NEW ZEALAND CONSUMER LAW SUCH AS THE CONSUMER GUARANTEES ACT 1993 AND THE FAIR TRADING ACT 1986.

The Consumer Guarantees Act 1993 (the **"Act"**) sets minimum guarantees for goods and services bought for personal use. In particular, it provides that products sold to consumers come with a guarantee of "acceptable quality", which means that the product must:

- be fit for purpose (do all the normal things that people would expect them to do);
- be free from minor or major faults;
- do what the consumer have been told they would do;
- be safe and durable.

If you would like more information on rights and remedies under the Act, please refer to the Government Consumer Protection website.

https://www.consumerprotection.govt.nz/general-help/consumer-laws/consumer-guarantees-act/

