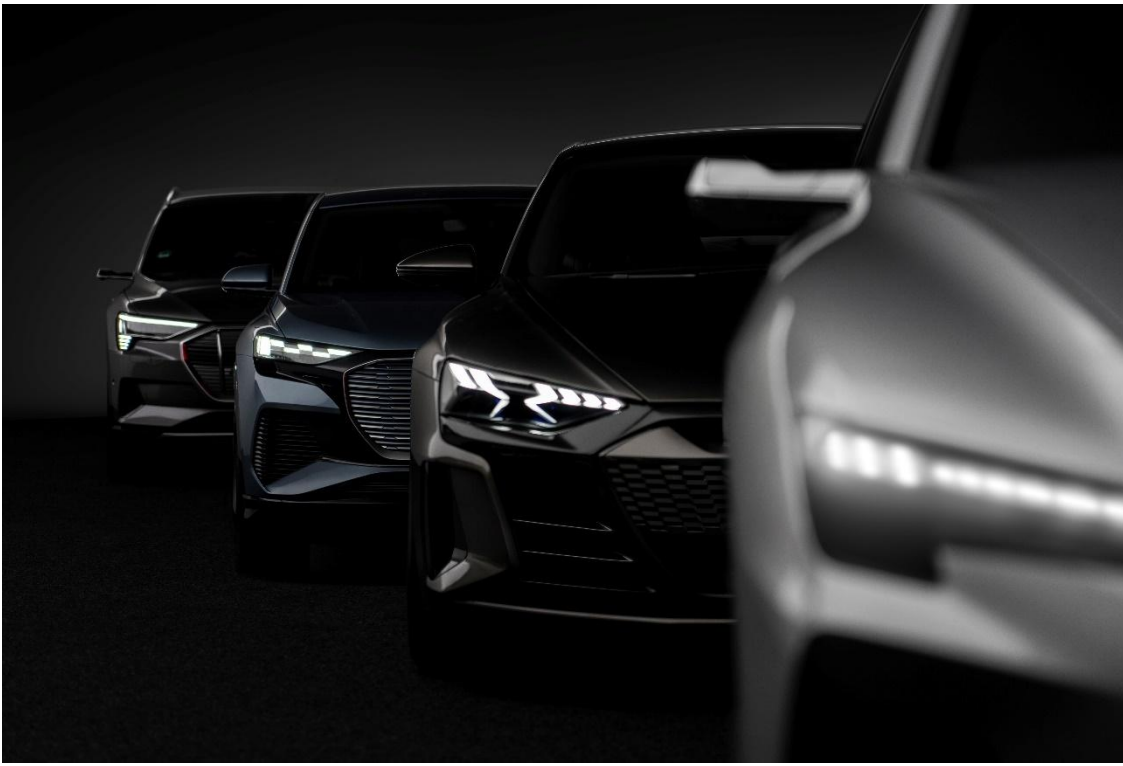

Audi e-tron Extended Warranty

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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 now an additional 2-year Audi warranty against mechanical defects.

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 and specifications

Customer will have to bear the cost of any defect, damage or malfunction to the vehicle that is caused by servicing and repairs by third parties.

Proper invoicing with details will be required for referencing by the Audi Service Partner.

Examples of such details (not exhaustive) include Part Numbers and Quantity of the Parts replaced.

Roadside Assistance
Information regarding Audi Roadside Assistance can be found on page 11.

Authorised Audi Dealer
The directory of our Service Partner can be found on page 12.

Changes in our Audi network do happen from time to time; if you need confirmation of the location of any Audi Centre, please contact Audi Customer Service at **+65 6366 2323**.

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 **+65 6366 2323**, or email to: customer.care@premiumauto.com.sg

Audi Warranty

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

Audi warrants that your Audi vehicle shall be free of mechanical defects upon conclusion of the initial 3 year new vehicle coverage with mileage limit of 200,000km for an additional period of 2 years, whichever comes first. The coverage is limited to vehicles sold and registered in Singapore by an Authorised Audi Partner only.

The e-tron vehicle is also provided a warranty for the high-voltage battery with regard to all faults in material or workmanship for eight years after initial delivery or for 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 nearest Authorised Audi Dealer.

High voltage batteries for Audi BEV vehicles

1. In addition to the Audi new-car warranty, AUDI Singapore issues a warranty for the high-voltage battery to the buyer of a new AUDI BEV vehicle for the high-voltage battery, a warranty for the components of the high-voltage battery listed at i) below and ii) for a minimum value of the net battery energy capacity of the high-voltage battery.

   This warranty will apply for a period of eight years from the initial delivery to the first purchaser or for the first 160,000 km of the vehicle, whichever occurs first.

   i) The above AUDI Singapore warranty declaration includes exclusively and definitively all defects relating to material and labor of the following components in the high-voltage battery:

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a. Battery modules
b. Battery housing
c. HV battery
d. Connecting cable for battery module
e. Cooling element

ii) Regardless of any defect in the above components of the high-voltage battery, the additional warranty mentioned at above also covers the case where the net residual energy capacity of the battery falls below 70% relative to the energy capacity at the time of delivery.

In this case there is an entitlement to have the energy capacity of the high-voltage battery increased, as described below at 2)

2. The battery energy capacity in kWh (proof provided by measuring energy capacity) and therefore the performance of a lithium-ion high-voltage battery, will decrease over the period of use for technical reasons (natural wear and tear).

If the energy capacity measurement, carried out at an Audi Service Partner using the ODIS diagnostic software, in line with AUDI Singapore specifications and within the warranty period (8 years, 160,000 km, see above), shows that the net battery energy capacity at a point in time as set out below is below the 70% threshold, then, depending on the elapsed period of use/performance of the battery, the energy content will be increased once again to the values set out below:

- Up to a maximum of 60,000 km / 3 years after initial delivery, whichever of the two comes first:
  - Q8 e-tron 50/55/S = 78%
  - e-tron 50/55/S = 78%
  - e-tron GT = 80%
  - RS e-tron GT = 80%
  - Q4 = 70%

- Up to a maximum of 100,000 km/ 5 years after initial delivery, whichever of the two comes first:
  - Q8 e-tron 50/55/S = 74%
  - e-tron 50/55/S = 74%
  - e-tron GT = -- %
  - RS e-tron GT = -- %
  - Q4 = 70%

- Up to a maximum of 160,000 km/ 8 years after initial delivery, whichever of the two comes first:
  - Q8 e-tron 50/55/S = 70%
  - e-tron 50/55/S = 70%
  - e-tron GT = 70%
  - RS e-tron GT = 70%
  - Q4 = 70%

The specified values are based on values determined at an Audi Service Partner using the ODIS diagnostic software in line with AUDI Singapore specifications. The net value specified in the purchase agreement is the initial value for the warranted battery energy capacity.

Any such loss in net battery energy capacity will be eliminated free of charge for the purchaser within the warranty period, if necessary using reconditioned HV battery components, such that the relevant warranty value is once again in place.

Example for an Audi Q8 50 e-tron: If the remaining net battery energy capacity of an Audi Q8 50 e-tron, vehicle age four years, and a mileage of 50,000 km is 65%, then as part of the elimination of defects, the net battery energy capacity must reach at least 74%.

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

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

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

   b. the instructions applying to the operation, treatment and care of the vehicle (particularly the care instructions 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, or

   c. the high-voltage battery coming into direct contact with open flames, or

   d. water or aggressive liquids making direct

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contact with the high-voltage battery, e.g. with high-pressure or steam cleaner, or

e. the vehicle has previously inappropriately been repaired, improperly serviced or improperly taken care 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, or

f. 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 Singapore or its agents (e.g. tuning), or

g. the vehicle has been improperly handled or overstrained, e.g. in motor-racing events or by battery overcharging, or

h. the vehicle was damaged by external effects (e.g. traffic accident, hail, floods), or

i. a defect was not reported immediately upon discovery, or

j. despite being requested to do so, the opportunity to repair a defect was not immediately given

4. 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 of 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 above clause.

5. 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 organisation authorized by the manufacturer.

Items replaced under 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.

Note
"Authorised Audi Dealer" means any Centre in Singapore authorised by Audi Singapore on behalf of the Manufacturer. "The Manufacturer" means Audi AG, Postfach 220, D-85046 Ingolstadt, Germany.

Maintenance and servicing of vehicle
Maintenance services must be carried out at the required service intervals (**tolerance of 1,000km or 30 days and with updated Service Schedule**) according to the Manufacturer's guidelines.

If maintenance services is carried out outside of the required service intervals (every 1 year/15,000km whichever comes first), **warranty coverage will only be limited to non-serviceable items**.

If you wish to reinstate your vehicle to full warranty coverage, a reinstatement fee is required to be made to the authorised Audi dealer.

Your vehicle can be eligible for reinstatement if it is lapsed not more than 6 months after the 1st missed Manufacturer's maintenance scheduled service and no claim has been made.

Do approach your Service Advisor for more details.

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Warranty Exclusions

Audi is entitled to reject any warranty claim for any defect or malfunction if such defect or malfunction is caused by:

(a) the failure of the customer to ensure that the vehicle receives proper and periodic servicing according to Manufacturer's recommended schedule and/or guidelines;

(b) parts which have been replaced or modified by third parties;

(c) Repair, servicing or other actions carried out by third parties.

Vehicles sold and registered for commercial use at the first date of registration in Singapore are warranted by a 2 year unlimited mileage warranty only.

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 no longer registered in Singapore
- 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, courier or delivery service or similar use
- Vehicle repaired incorrectly

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

- Replacement of parts that are subject to normal wear and tear with the use of the vehicle (e.g. Brake pads)
- Any normal or scheduled maintenance services such as the replacement of oil, lubricants and fluids
- 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
- Software updates

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, fading, deformation or blur)
- Key Fobs
- Chassis
- Rims
- Wear and tear on items such as brake disc, pads and linings, clutch linings, air filter, tyres, vehicle battery, spark plugs, wiper blades, drive belts, boot drive unit, dry cell batteries, bulbs and fuses and textiles (e.g. headlining, carpets and

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seat/backrest/armrest/head restraint 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 or non-approved installation of accessories
- Defects arising from a failure to have the vehicle serviced in accordance with manufacturer's instructions
- Damage caused by neglect and improper use, repair or servicing of vehicle
- Damage caused by natural phenomena, hail, flooding, lighting, storms or other atmospheric hazards
- 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
- Damage caused by your failure to take all reasonable steps to prevent mechanical 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 Service Partner
-

Audi Roadside Assistance

Audi will ensure you receive assistance quickly and efficiently, 24 hours a day, 365 days a year.

Enquire with your Authorised Audi Dealer for the scope of services and charges provided by the Roadside Assistance.

Certain services are chargeable (e.g. Battery replacement when battery is more than 12 months old and Lock-out service).

For help with your vehicle, simply call **+65 9828 1233** or enquire via the **Audi Service SG App** or **Online Roadside Assistance (for Audi connect equipped vehicles)**.

Your Audi Customer Care Advisor will identify your needs and arrange the most appropriate services for your situation. Your incident will be monitored throughout to ensure that the service you receive is as fast and efficient as possible.

You will be asked to provide the following details:

- Your name
- Your vehicle registration number
- Your vehicle model and colour
- Your exact location
- Your contact number

By contacting our Audi Customer Service Advisor and utilizing the Roadside Assistance service, you agree to be bound by Audi's Privacy Policy which can be found at:

http://www.audi.com.sg

You further acknowledge that additional terms may apply to the Roadside Assistance services provided to you.

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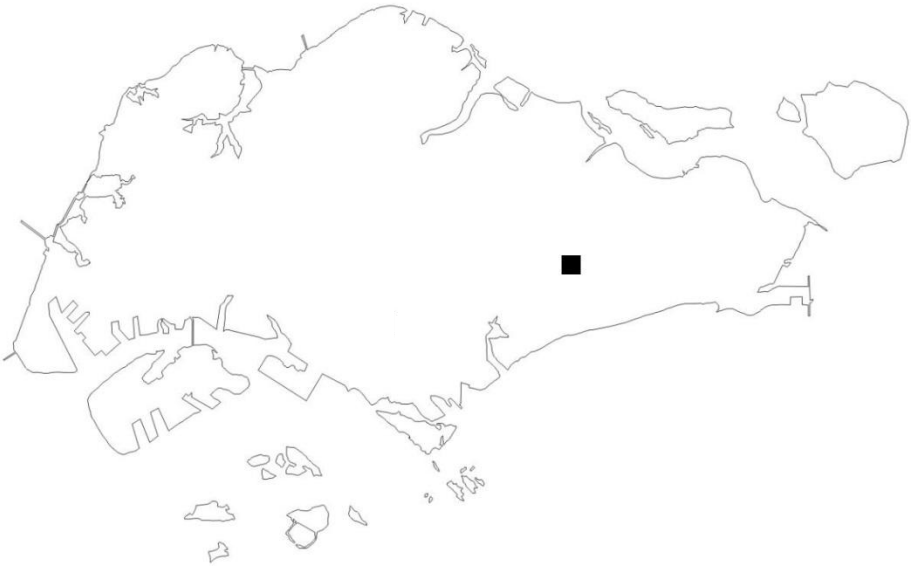
Centre Directory

All our Audi Centres will be pleased to assist you in emergencies; if a particular Audi Centre does not offer a product or service you need, they will be happy to advise you the best place to find it.



Audi Service Centre
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For operating hours and the latest information please refer to either the brand portal **www.audi.com.sg** or the **Audi Service SG App**.

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The information in this booklet will be updated periodically without prior notice. For the latest information, please refer to either the Audi brand portal **www.audi.com.sg** or visit your nearest Authorised Audi Dealer.

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