AUDI IRELAND

NEW CAR WARRANTY

TERMS & CONDITIONS

Warranty Giver: Volkswagen Group Ireland Limited

Manufacturer: Audi AG

Warranty Version: Last Updated November 2025 (Version 2)

This warranty is subject to the following terms and conditions

1. **What Your Warranty Covers**

- The three (3) year warranty begins on first registration and lasts for a minimum of two (2) years with unlimited mileage conditions, with the warranty continuing for a third year or up to 90,000 km, whichever comes sooner.
- Due to all stated mileage limits, this warranty will only be valid for so long as the vehicle is not installed with any aftermarket device that can manipulate, edit, or change the vehicles displayed mileage figures (whether such device has in fact been used to manipulate, edit or change the vehicle's mileage figures).
- Should any such device be fitted with the vehicle, the warranty will be invalidated and no warranty claim will be covered by the terms of this warranty.
- We warrant that your vehicle will be free from defects in manufacture and workmanship. Your warranty covers:
    - The repair or replacement (components will only be replaced when deemed necessary by an authorised retailer) of defective parts according to technical requirements determined by the Manufacturer.
    - The repair of any consequential damage to standard components caused by a manufacturing defect.
    - The labour costs of removing and installing parts for warranty repairs at any authorised retailer. You may be charged, at the authorised retailer's discretion, for any extra work caused by modifications to your vehicle, such as removal and refitting of a tow-bar that has been fitted after manufacture.
- Your warranty applies to the base vehicle only. It does not cover any special fittings, conversions or additional bodywork.
- Any defect must be reported to an authorised retailer as soon as it is discovered. This must be within the warranty period.

2. **Electric Vehicle Batteries**

- All the terms, conditions, exclusions and limitations of the warranty apply to

electric vehicles except for the provisions set out in this section which apply exclusively to electric vehicle batteries.

- Where there is any conflict between this **Section 2** and the other terms of the warranty, this **Section 2** will take precedence.
- Your vehicle may contain one of several types of batteries. The warranties that apply to those batteries are explained below. All warranties commence on the date of handover to the first customer or the date of first registration (whichever comes first).

Warranty against manufacturing defects

- The batteries for battery electric vehicles (**BEV**) and plug in hybrid vehicles (**PHEV**) are warranted against all defects in materials and workmanship for eight (8) years or up to 160,000 km, whichever comes first.
- The 12 volt batteries, 48 volt batteries, any batteries used in mild hybrid vehicles and the high voltage batteries used in hybrid vehicles are warranted against all defects in materials and workmanship according to the standard vehicle warranty periods stated above.

Warranty against battery energy content degradation (BEV Only)

- A gradual reduction in battery energy content over time is a normal feature of high voltage battery and does not constitute a warrantable defect.
- However, high voltage batteries in BEVs are warranted against excessive loss of net battery energy content as detailed below.
- No battery energy content degradation warranty exists for 12 volt batteries, 48 volt batteries, or any batteries used in mild hybrid vehicles or plug in hybrid vehicles.
- For BEVs:

Model	**Up to 3 years or 60,000km**	**Up to 5 years or 100,000km**	**Up to 8 years or 160,000km**
Audi e-tron	**78%**	**74%**	**70%**
Audi Q8 e-tron/ SQ8 e-tron	**78%**	**74%**	**70%**
Audi A6 e-tron	**78%**	**74%**	**70%**
Audi e-tron GT	**80%**	**-**	**70%**
Audi RS e-tron GT	**80%**	**-**	**70%**
Audi Q4 e-tron/SB e-tron	**-**	**-**	**70%**

- **The values given in the Table are based on the determination by the authorised repairers' diagnostics in**

accordance with the specifications of the Manufacturer.

- **Example for an Audi Q8 50 e-tron:** On the basis of the Table, If the net battery content on an Audi Q8 50 e-tron four (4) years after delivery with a mileage of 50,000km 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 the Warranty Giver.
- Where the battery energy content of the high voltage battery is measured by an authorised retailer and is found to be less than the percentages set out in the **Table** above during the warranty period, then it will be repaired or replaced under warranty subject to the following:
    - The reduction in battery energy content must not have been caused by factors outside the Manufacturer's control including, but not limited to:
        - the tampering, removal or re(installation) of the high voltage battery by unauthorised parties;
        - the high voltage battery not being used, handled, charged or maintained as recommended by the Manufacturer in the owner's manual;
        - the high voltage battery coming into direct contact with open fire; or
        - the high voltage battery coming into contact with excessive amounts of water including through cleaning with high pressure cleaners or liquids being applied directly to the high voltage battery.
    - The Warranty Giver and its authorised retailers reserve the right, in their sole discretion, to choose whether to repair or replace a high voltage battery.
    - Any part which is replaced becomes the property of the Warranty Giver.
    - Any replaced high voltage batteries are covered for the unexpired period of the battery warranty.

3. Original Parts

- All of our original parts carry a two (2) year warranty with unlimited mileage from the date of purchase. The wear and tear and service adjustment exclusions

applicable to new vehicles also apply to the parts warranty.

- Some items may have a warranty lasting longer than two (2) years. Your authorised retailer will let you know if that's the case at the time of purchase.
- The warranty on original parts fitted to a vehicle as part of a warranty claim ends on the date the vehicle's original warranty expires.
- All replaced parts become the property of the Warranty Giver.

4. Accessories

- Approved, supplied and fitted accessories are covered for a minimum of two (2) years, with the warranty continuing for a third year or up to 90,000 km, whichever ends sooner, if they are ordered and included in the purchase price of the car at date of delivery.

5. Three (3) Year Paintwork Warranty

- New vehicles are provided with a warranty against any manufacturing defects with the paintwork. The paint and bodywork warranty lasts for a period of three (3) years starting from the date of first registration.
- The only preconditions are:
    - The defect must be reported to an authorised retailer as soon as it is discovered, and be within the warranty period.
    - The defect must not be caused by external influences such accident damage, stone chips, industrial fallout or pollution, plant resin, animal pollutants, chemicals or insufficient care or maintenance. This will be determined by a authorised retailer at the time of inspection.

6. Anti-Perforation Warranty

- Your new vehicle is manufactured with full protection against rust attacking the internal cavities from the inside to the outside leading to perforation.
- The anti-perforation warranty lasts for a period of twelve (12) years starting from the date of first registration.
- In the unlikely event of this occurring within the warranty period, your authorised retailer will carry out the required repairs free of charge. The following conditions apply:
    - The defect must be reported to a authorised retailer as soon as it is discovered. This must, of course, be within the warranty period.
    - The authorised retailer must determine that the perforation has stemmed from within the internal cavities and is the result of a manufacturing defect.
    - The perforation must not have been caused originally by external factors such as accident damage, stone chips, industrial fallout or pollution, plant resin,

animal pollutants, chemicals or insufficient care or maintenance.

- All body repairs will be carried out promptly in accordance with the manufacturer's technical guidelines, using only approved parts and materials, in order to maintain the original level of anti-corrosion protection.

7. <u>Claiming for warranty repair or replacement</u>

- If a manufacturing defect should arise, any authorised retailer can put it right even if you did not buy the vehicle from that authorised retailer.
- A claim for a repair under your warranty can only be made at an authorised retailer, and any claim must be made as soon as the defect arises.
- If requested, you will complete any forms, give details and provide any proof required in relation to a warranty claim. It is the customer's responsibility to ensure that they maintain sufficient records to confirm that the vehicle has been serviced in accordance with the Manufacturer's instructions.
- If you do not agree with an authorised retailer decision on your warranty claim, we may advise you to obtain an opinion from any other authorised retailer. Your warranty claim may be referred to the Warranty Giver which reserves the right, in its sole discretion, to determine whether the defect is warrantable or to appoint its own engineer to inspect the vehicle and/or the defect that has arisen.
- Minor accident damage will not automatically invalidate the warranty. Any damage must be repaired by an authorised retailer to the Manufacturer's standards and you must be able to furnish the authorised retailer with any records requested to demonstrate this.
- Warranty claims will not be accepted if the defect is likely to have been caused by accident damage or subsequent repair work.

8. <u>What Your Warranty Doesn't Cover (Exclusions)</u>

- The warranty only covers manufacturing defects. It does not cover damage or defects caused by factors outside the Manufacturer's control or which are the result of normal wear and tear.
- Examples of this include:
    - Damage or defects as a result of repairs or incorrect installation of parts or accessories by an unauthorised workshop.
    - Damage or defects as a result of the installation of parts, components, software or accessories not authorised by the Warranty Giver.
    - Damage or defects which are or which may be attributable to accident damage.

- Damage to components, equipment or software which were not part of the vehicle at the point of original manufacture.
- Damage or defects as a result of the use of poor quality or incorrect fuels or additives.
- Damage or defects as a result of failure to comply with the operation instruction in the Owner's Instruction Manual, Service Schedule Book or any literature supplied by the authorised retailer or the Manufacturer. It is your responsibility to ensure that servicing is maintained in line with the Manufacturer's instructions and sufficient records are kept to confirm this.
- Damage or defects caused by modifications, special fittings, conversions or additional bodywork.
- Damage or defects caused by use of the vehicle in countries for which it has not been designed.
- Noise and vibration related to the normal operation of the vehicle.
- Damage or defects caused by improper handling or misuse (racing, for example).
- Parts that have reached the end of their expected service life.
- Damage caused by industrial pollution, climate, external heat, chemicals or mechanical force. Your Owner's Instruction Manual tells you how to minimise such damage.
- Parts which have reached the end of their expected shelf life

- Normal maintenance, servicing and wear and tear. Items can only be considered under the wear and tear policy if the cause of the complaint cannot be associated to abnormal external influence or use, and is a manufacturing defect. Components normally subject to wear and tear include but are not limited to:
    1. Brake linings and disc pads;
    2. Brake discs and drums;
    3. Clutch release bearings;
    4. Clutch pressure plates and Authorised retailer plates (DSG clutches are covered for the full warranty offered with the vehicle);
    5. Tyres;
    6. Wiper blades (wiper rubbers have no warranty owing to their conditions of use);
    7. Seat and backrest covers;
    8. Floor coverings;
    9. Spark plugs;
    10. Batteries for key fobs and alarms;

11. Light bulbs (Xenon/gas discharge bulbs and LED's are covered for the full warranty offered with the vehicle); and
12. Shock absorbers.

- Mechanical Adjustments including:
    1. Adjustments to doors, flaps, boot lids, bonnets, sunroof etc.
    2. Brake adjustment.
    3. Clutch adjustment.
    4. Headlight adjustment.
    5. Steering geometry adjustment.
    6. Wheel balancing.
- This list is not definitive and similar adjustable or wear and tear items are also excluded from the terms of the warranty.
- After six (6) months, wear and tear items will not be accepted unless a manufacturing defect can be identified by an authorised retailer as the cause.
- Aesthetic defects, e.g. scratches, marks, must be notified to an authorised retailer within the first thirty (30) days/600 km.
- Please note that wheel balancing and wheel alignment will not be carried out under the terms of your warranty, as the frequency with which this needs to be done is dependent on individual driving technique and road conditions.
- We would ask that you report any defect to authorised retailer as soon as it becomes apparent. Any consequential damage arising from the continued use of a vehicle with a defect may not be covered under warranty.
- Your vehicle must be serviced in accordance with the manufacturer's recommendations.
- Any damage to or defect in the vehicle caused by poor or insufficient servicing will not be remedied under the warranty.
- Please ensure that you maintain sufficient records to enable the authorised retailer to confirm that the vehicle has been appropriately serviced.
- In any event, please ensure that the digital service schedule has been updated by the business carrying out the service work, or detailed invoices supplied with date, mileage, plus specified parts and fluids used.
- Unless expressly specified in this warranty, the Warranty Giver is not responsible for any consequential loss or damage, whether direct or indirect, that arise from any incident necessitating warranty repairs.

- This includes towing fees, hotel charges, alternative transport costs, loss of income, loss of business, damage to goodwill, damage to or loss of personal effects and clothing or fuel costs.
- These exclusions apply to all parts of the warranty.

9. Travelling Abroad?

- In the event of warranty repairs being necessary when travelling in Europe, any authorised retailer in the country you are visiting will be able to carry out rectification work under the terms of the warranty.
- They will require the vehicle information data details contained in the front of your vehicle's service schedule booklet to enable them to carry out the repairs. They will undertake the repairs free of charge.
- If you are travelling abroad you must take documentation showing proof of purchase and service. This helps the authorised retailer make an eligible claim or confirm that a repair was made under warranty (in the third year).

10. Authorised retailer workmanship warranty

- Authorised retailers give a warranty for their workmanship on all warranty repairs.
- The warranty on most repairs is one (1) year or 30,000 km from the date of the work, whichever occurs first.
- Should any repairs be required in that period on work carried out by an authorised retailer, the original authorised retailer will carry out such repairs free of charge, provided that:
  - Repairs are required as a direct result of faulty workmanship by that authorised retailer.
  - Repairs are not required due to normal wear and tear or other exclusions.
  - Items replaced under the terms of this warranty become the property of the Warranty Giver.
- For paint and bodywork warranty repairs, authorised retailers warrant their workmanship for a minimum of three (3) years from the date of the repair or for the remainder of the vehicle's original warranty if this is later.

11. Compliance with Recall Notices

- The Warranty Giver may contact you in relation to product safety recall campaigns or service campaigns.
- We would ask that you promptly comply with the instructions given.
- In the event that you do not comply then the warranty may be invalidated if an incident arises that relates to the applicable product safety recall or service campaign.