

REV. 4/14 CPO-BOOKLT-14

Truth in Engineering audiusa.com/certified



Certified

Audi
Certified pre-owned
Limited Warranty and
24/7 Roadside Assistance



Congratulations. You found a smarter way to drive an absolutely brilliant car.

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Welcome to the family of Audi owners. If you're continuing your relationship with us, then you already know the benefits of owning a car that seamlessly blends performance, design, technology and safety. If you're new to Audi, we assure you you're in for a special experience.

To offer confidence in your purchase, we've taken the initiative to cover three of the most important considerations in any automobile purchase:

Past: Introducing the CARFAX® advantage. Your vehicle's complete history. Only cars that pass CARFAX® muster are considered for inclusion in our Certified pre-owned program.



Present: Here's where our rigorous 300+ Point Inspection and Certification process begins. From the headlights to the engine to electrical and safety systems, we're thorough.

Future: A factory-backed limited warranty with coverage for up to 6 years or 100,000 total vehicle miles¹; The balance of any Audi Care Pre-Paid Scheduled Maintenance²; and the balance of the vehicle's 12-year Limited Warranty against Corrosion Perforation³; regardless of mileage. A complimentary service loaner⁴; 24-hour customer service support and Roadside Assistance⁵. The benefit of having Certified pre-owned Limited Warranty⁶ coverage that is transferable from the original owner of the CPO vehicle to a subsequent private owner in addition to available special financing terms.

¹If there is remaining coverage from the Audi New Vehicle Limited Warranty at the time of Certified pre-owned purchase, the Audi New Vehicle Limited Warranty provides coverage on the Certified pre-owned vehicle until its expiration, either 4 years from the original in-service date or at 50,000 miles, whichever occurs first. When the Audi New Vehicle Limited Warranty expires, the Audi Certified pre-owned Limited Warranty becomes effective and provides coverage for a period of 2 years or up to 50,000 miles, whichever occurs first, not to exceed 100,000 total vehicle miles. For Audi R8 vehicles, the authorized Audi dealer must also have the designation Audi R8 Certified Point or Audi R8 Service Point. For Audi Q5 hybrid components an authorized Audi dealer with the designation Audi Q5 hybrid certified dealer must perform these services.

²If there is remaining Audi Care coverage at the time of Certified pre-owned purchase, the Audi Certified pre-owned vehicle may benefit from the remainder of Pre-Paid Scheduled Maintenance. Audi Care plans are not transferrable from vehicle to vehicle, except when authorized by Audi of America. Audi Care coverage stays with the VIN and can be utilized by subsequent owners (California - Audi Care plans are refundable in the State of California. In the event that a refund claim is made for unused portions of coverage, the plan coverage will be removed from the vehicle and the subsequent owner must purchase another Audi Care plan in order to reinstate coverage. Audi Care plans are not transferable to subsequent vehicles by the same owner. See your dealer for any questions regarding this program.) For Audi R8 vehicles, please contact your authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point to schedule this service. For Audi Q5 hybrid components an authorized Audi dealer with the designation Audi Q5 hybrid certified dealer must perform these services.

³See dealer for details, visit audiusa.com/certified or call 1-800-FOR-AUDI.

⁴Only at participating dealers.

⁵Roadside Assistance provided by third party.

⁶Audi Certified pre-owned Limited Warranty is transferable as of 9/1/2011 see pg. 8 for details.

Audi Certified pre-owned owner information

(Please print clearly)

Name of Purchaser:

VIN:

Audi Model:

Street Address:

City:

State:

ZIP Code:

New Vehicle in-service Date:

CPO Vehicle Delivery Date:

The terms and conditions of the Certified pre-owned Limited Warranty covering your Audi are printed inside this warranty booklet.

Certified pre-owned Limited Warranty

Warranty period

The Audi Certified pre-owned Limited Warranty is extremely comprehensive; however, it is not an extension of the original 4-year/50,000-mile Audi New Vehicle Limited Warranty. The Audi Certified pre-owned Limited Warranty is only effective when the Audi New Vehicle Limited Warranty expires, and the coverage it provides is different from the new car limited warranty.

- ▶ Your Certified pre-owned vehicle may have warranty coverage up to a total of 6 years or 100,000 miles, whichever occurs first.*

New Car Limited Warranty

4 years/50,000 miles (whichever occurs first)



Audi Certified pre-owned Limited Warranty

Up to 2 years/50,000 miles (whichever occurs first)



***If there is remaining coverage from the Audi New Vehicle Limited Warranty:** If there is remaining coverage from the Audi New Vehicle Limited Warranty at the time of Certified pre-owned purchase, the Audi New Vehicle Limited Warranty provides coverage (on the Certified pre-owned vehicle) until its expiration, either 4 years from the original in-service date or up to 50,000 miles, whichever occurs first. When the Audi New Vehicle Limited Warranty expires, the Audi Certified pre-owned Limited Warranty becomes effective and provides coverage for a period of 2 years or up to 50,000 miles, whichever comes first. Combined, the warranties may, but will not necessarily, provide coverage for up to 6 years or 100,000 miles. In no event will coverage exceed 100,000 total vehicle miles or 6 years, whichever occurs first.

If there is no Audi New Vehicle Limited Warranty remaining: If the Audi New Vehicle Limited Warranty has expired at the time of Certified pre-owned purchase, the Audi Certified pre-owned Limited Warranty provides coverage from the Certified pre-owned purchase date for 2 years or up to 50,000 miles, whichever occurs first. In no event will coverage exceed 100,000 total vehicle miles.

Audi R8 Limited Warranty coverage: To ensure that all Audi R8 repairs and services are performed properly, all repair and service work must be performed at an authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point. Due to the specialized tools, equipment, and technical training necessary to perform services and repairs, your Audi limited warranties do not cover service, repair, or any damage resulting from service or repair performed at a facility that is not an authorized Audi R8 Certified Point or Audi R8 Service Point.

Audi Q5 hybrid Limited Warranty coverage: To ensure that all Audi Q5 hybrid component repairs and services are performed properly, all repair and service work on the hybrid components must be performed at an Audi Q5 hybrid certified dealer. To locate an Audi Q5 hybrid certified dealer near you, please refer to <http://www.audiusa.com>, or contact the Audi Customer Experience Center at 1-800-822-2834. Due to the specialized tools, equipment, and technical training necessary to perform services and repairs, your Audi warranties do not cover service, repair, or any damage resulting from services or repairs performed at a facility that is not an Audi Q5 hybrid certified dealer.

Terms of the Audi Certified pre-owned Limited Warranty:

Warranty repair free of charge except for deductible of \$85 per dealer visit.

Repairs under this warranty will be performed free of charge after a deductible of \$85 per dealer visit. In the event several repair attempts are necessary to repair a manufacturer's defect in materials or workmanship covered by this warranty, the deductible with respect to that repair must be paid only once. For Audi R8 vehicles, the authorized Audi dealer must also have the designation of an Audi R8 Certified Point or Audi R8 Service Point. For Audi Q5 hybrid vehicles, hybrid component repairs must be completed at an authorized Audi dealer with the designation Audi Q5 hybrid certified dealer.

Where to go for warranty service:

To obtain service under this limited warranty, the vehicle must be brought, upon discovery of a defect in material or workmanship, to the workshop of an authorized Audi dealer during normal business hours. Warranty repairs will be performed by an authorized Audi dealer or authorized Audi Service Center in the United States and its territories. For Audi R8 vehicles, the authorized Audi dealer must also have the designation of an Audi R8 Certified Point or Audi R8 Service Point. For Audi Q5 hybrid components, the authorized Audi dealer must also have the designation of an Audi Q5 hybrid certified dealer.

Warranty repair while traveling in Canada:

Warranty repair while traveling in Canada should be performed free of charge by an authorized Audi dealer. Proof of U.S. residence is required. If the authorized Audi dealer is unable to submit a claim for repairs, you may be asked to pay for the repair. On your return to the United States, present the paid receipt(s), repair order(s), and part(s) removed from your vehicle to your authorized Audi dealer, who will submit a claim on your behalf and obtain reimbursement for you.

Emergency repairs:

Emergency repairs performed by a non-Audi service facility will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your Audi vehicle to the nearest Audi dealer. The maximum reimbursement allowable is an amount equal to what it would cost if your authorized Audi dealer had completed the repair(s). Reimbursement will be considered when you submit the following items to your authorized Audi dealer: paid receipt(s), repair order(s) and the part(s) removed from your Audi vehicle.

Audi R8 emergency repairs:

Emergency repairs for the Audi R8 must be performed at an authorized Audi dealer with the designation of an Audi R8 Certified Point or Audi R8 Service Point. Contact Audi R8 Roadside Assistance to have the vehicle safely transported to the nearest Audi R8 Certified Point or Audi R8 Service Point. Please see "24/7 Roadside Assistance" section of this booklet for contact information.

Audi Q5 hybrid emergency repairs:

Emergency repairs for the Audi Q5 hybrid components must be performed at an Audi Q5 hybrid certified dealer. Contact Audi Roadside Assistance to have the vehicle safely transported to the nearest Audi Q5 hybrid certified dealer. Please see "The Audi 24-Hour roadside Assistance Program" section of this booklet for contact information.

What is Covered?

The following items have Audi Certified pre-owned Limited Warranty coverage on authorized repairs to correct a manufacturer's defect in materials or workmanship. This list is not inclusive. See your Audi service representative for specific items.

Engine - block, pistons, connecting rods, crankshaft, oil pump, flywheel (non-clutch-related failure), camshaft, timing chain/timing belts (if maintenance interval is followed), cylinder heads and their mechanical components, ECM and associated wiring.

Cooling system - radiator, radiator fan, expansion tank, coolant pump and impeller, actuation and indicator switches, thermostat, coolant pipes.

Fuel system - fuel tank, fuel tank cap, fuel filler, fuel pump, fuel pump relays, accumulator, fuel lines, accelerator switches and cables, intake manifold, idle air stabilizer, mass airflow sensor.

TDI Vehicles - fuel injection systems, reductive agent components.

Hybrid Vehicles - hybrid system components

Automatic transmission - selector lever and mechanism, Tiptronic® switches and controls, transmission control module, transmission speed sensor, mounts, multifunction switch, shift lever lock and associated switches, all planetary gears and bearings, all internal clutches, all internal brake bands, ATF pump, ATF cooler transmission housing, valve body, governor, torque converter, valve body, valve body electrical.

Manual transmission - gearshift lever, gearshift block, gearshift cable, transmission housing, transmission mounts, internal shift rods, internal shift forks, main shaft, all internal bearings and bushings, all synchronizers, all gear sets.

Final drive - prop shafts (not CV joints or boots), prop shaft flanges, differential case, drive shaft bearings, bearing housing, differential locks, all-wheel drive internal components, speedometer gear, differential bearings, oil pump, Haldex components.

Suspension - front axle sub frame, control arm supports, control arms, wheel bearing housing, steering knuckle, front wheel hub, coil springs, stabilizer bar, stabilizer links, rear axle beam and support, stub axles, rear bearings and housings, rear springs.

Brakes - ABS hydraulic pump and lines, warning and regulating switches, ABS control unit, all ABS wiring harnesses, ABS relays, master cylinder, fluid reservoir, parking brake and all associated lever switches and cables, pressure regulators, pressure accumulators, all hydraulic lines and hoses, vacuum pump and hoses, front and rear calipers and mounts (not for seizing from corrosion), power assist vacuum/hydraulic unit.

Steering - upper and lower steering shafts, steering column, steering column adjustment mechanism, steering gear, power steering pump, all associated hydraulic hoses and pipes, all associated bearings.

Climate controls - heater control unit, heater control cables and valves, heater core, ambient sensor, fresh air controls and cables, fresh air blower, distribution ducts and outlets, all vacuum motors, a/c control unit, all associated a/c wiring, interior sensors, a/c compressor and clutch, a/c compressor relay, a/c switches and sensors, a/c receiver drier, accumulator, a/c condenser, a/c expansion valve.

MMI® Components, Including: Multimedia Operating Unit, Multimedia Display Unit and ECM Information Display Control Head

Electrical - speedometer and sensors, odometer, tachometer, temperature gauges, horns, windshield wiper motor and associated sensor, windshield washer reservoir, fluid level sensor, headlight washer pump and associated components, headlight switch, brake light switch, turn signal switch, emergency flasher switch, door switches, backup light switch, fog light switch, alarm system components, wiring harnesses and connectors (non-modified by aftermarket installations), cruise control components, starter, alternator, ignition coils, ignition locks and electrical components, knock sensors, voltage regulators, distributor assemblies, infrared entry receiver (not for battery replacement), power door actuators and associated switches, sunroof motor, sunroof switches and relays, convertible top hydraulic motor and associated wiring, window regulator assemblies and motors, power window switches and associated wiring, sideview mirror motors and associated wiring, sun shade motor, airbag sensors and warning lights and associated components, airbags, seat motors and hearing elements and their relays.

What is Not Covered?

Repairs already covered by the Audi New Vehicle Limited Warranty (if such limited warranty is still in effect); this warranty is secondary to the New Vehicle Limited Warranty.

Radio and Navigation - This warranty does not cover navigation components, sound system components, including radios, compact disc and DVD players, speakers and subwoofer.

Tires - Tires are not covered by this warranty but may be separately warranted by the tire manufacturer.

Maintenance services and adjustments - This warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. This warranty does not cover the replacement of filters, oil, lubricants or fluids unless their replacement is a necessary part of warranty service on a covered component. This warranty does not cover wheel alignments and tire balancing, brake and clutch adjustments, or any mechanical adjustments that may become necessary as a result of normal use or wear and tear. Adjustments are minor repairs not usually associated with the replacement of parts, such as headlight adjustments.

TDI Vehicles - This warranty does not cover the replacement of Ad-Blue in the absence of a defective component, nor does it cover damage due to intentional or unintentional misfueling including the use of bio-diesel or alternative fuels. Please refer to manufacturer's recommended fuel guidelines in the Owner's Manual and the Warranty and Maintenance Booklet.

Wear items - This warranty does not cover any wear items, including, but not limited to, the replacement of clutch linings, brake pads, brake linings, brake rotors, windshield wiper blades, incandescent bulbs, fuses, worn seat covers, other trim and appearance items that wear as a result of normal use or deterioration, battery, exhaust systems, accessory belts and hoses that wear as a result of normal use. Audi of America, Inc. reserves the right to make changes on non-covered items without notice. Please check with your dealer for coverage on a particular item.

Wear clarification - Your Audi technician is authorized to decide if a component is worn as opposed to having a factory defect. Warranty covers items that fail due to a defect in material and workmanship; warranty does not cover items that fail due to wear. Many components on your Certified pre-owned Audi will wear based on driving technique, exposure to elements or gradual normal deterioration. Items that have failed based on any one of these criteria are not considered to have a factory defect and would not be covered under your Audi Certified pre-owned Limited Warranty.

Damage or malfunctions due to improper or lack of maintenance/repair and failure to comply with Audi standards: This warranty does not cover damage caused by improper tools or maintenance/repair procedures including but not limited to consequential damage, repeat repairs/replacements due to incorrect diagnosis or improper repair/installation, failure to follow recommended maintenance and use instructions as set forth in the Owner's Manual and the Warranty and Maintenance Booklet. The owner must present copies of all maintenance performed on the vehicle at the time of service to avoid repairs from being denied.

Damage or malfunctions due to misuse, negligence, alteration, accident or fire: This warranty does not cover damage due to improper repair of the vehicle, improper installation of accessories including but not limited to alarm systems, tuning/performance-enhancing devices, remote starters, other audio components or communications equipment, intentional or unintentional misfueling, use of the vehicle in racing or competitive events or damage caused by accident, accidental fire, collision, or vandalism. This is not a complete list. Any alterations or installations performed on a vehicle are subject to review by an authorized Audi representative. This warranty does not cover damage due to failure to take the vehicle to an authorized dealer upon discovery of a defect in manufacturer's material or workmanship. Audi R8 only: This warranty does not cover damage due to failure to take the vehicle to an authorized dealer with the designation of an Audi R8 Certified Point or Audi R8 Service Point upon discovery of a defect in manufacturer's material or workmanship. Audi Q5 hybrid only: This warranty does not cover damage due to failure to take the vehicle to an authorized dealer with the designation Audi Q5 hybrid certified dealer upon discovery of a defect in manufacturer's material or workmanship.

Damage caused by the environment: This warranty does not cover damage caused by the environment including but not limited to animal droppings, acid rain, tree sap, stones chips, scratches, dings/dents, objects striking the vehicle, hail damage, windstorms, lightning, earthquake, fire, flood, freezing and or other natural occurrences.

Cost of maintenance services: This warranty does not cover the cost of any maintenance services.

All warranties are voided and will not be reinstated under the following circumstances:

- ▶ The vehicle identification number (VIN) has been altered or removed.
- ▶ The odometer has been altered or the actual mileage/kilometrage cannot be determined.
- ▶ An insurer reports the vehicle as dismantled, fire/flood damage, junk, rebuilt, reconstructed, salvaged, or declared a loss.
- ▶ The vehicle has been used in racing, competitive events or livery cab service.
- ▶ The vehicle has been stolen or exported from the United States.

No warranty coverage/reimbursement exists for items/conditions including but not limited to:

- ▶ The use of Audi Genuine Parts and Accessories not purchased from authorized Audi dealerships.
- ▶ Damage due to the use of non-genuine Audi parts and accessories.
- ▶ Damage due to used parts (except factory remanufactured parts).
- ▶ Noise, vibration, cosmetic conditions, and other deterioration caused by normal wear.
- ▶ Filters, oil, lubricants, or fluids, unless their replacement is a necessary part of warranty service, and fuel unless specified in Technical Service Bulletin or Campaign Circular.
- ▶ Unnecessary replacement of parts/units, unless written Audi policy states otherwise, such as replacement of an entire multi-piece kit when only specific components require replacement.
- ▶ Parts found to be damaged upon removing the packaging and prior to installation on a vehicle. Parts used in any application for which it was not designed. Any related labor/diagnosis of a component that is not covered
- ▶ Cleaning and detailing except if part of an existing labor operation.
- ▶ Shop supplies, including but not limited to cleaning solvents, shop towels, uniforms, gloves, generic gasket material including sealants, common lubricants, batteries for test equipment, hazardous material disposal fees, fasteners not included in a valid warranty repair, tie straps, duct tape, electrical tape, masking tape and related items, aerosol glue, silicone, part cleaner and related items, clips, shop rags, and sand paper. Note: Although some items may carry an Audi part number, they are not reimbursable. Audi reserves the right to review, update and/or modify this list from time to time. Audi representatives have the right to make the final judgments on any disputed items.
- ▶ Towing and all other services provided by Audi 24 Hour Roadside Assistance.
- ▶ Shipping/handling charges for parts requested by the Warranty Parts Return Center.

The Audi Certified pre-owned Limited Warranty, the Audi New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation and the Federal Emissions Warranties, to the extent that they have not expired, are the only express warranties made by Audi of America, Inc. with respect to this pre-owned Audi vehicle. Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the period of the written warranty. Some states and provinces do not allow limitations on how long an implied warranty lasts; therefore, this limitation may not apply to you. Neither Audi nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

Exclusion of incidental and consequential damage

This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings, or out-of-pocket expenses for substitute transportation or lodging. Please refer to 24/7 Roadside Assistance benefits for coverage regarding transportation and lodging.* Some states do not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply.

This warranty gives the owner specific legal rights, and the owner may also have other rights that vary from state to state.

Warrantor

This warranty is issued by Audi of America, Inc. for vehicles registered in the U.S. This warranty does not apply to Audi vehicles, or parts and accessories, not imported or distributed by Audi into the U.S.

Additional warranty information may be obtained by telephoning Audi Customer Experience at 1-800-822-2834. Customers owning an A8 or R8 may call 1-866-892-2834 for assistance.

Transfers

- ▶ **Attention Owner:** The Audi Certified pre-owned Limited Warranty is transferable prior to expiration. Certified pre-owned vehicles sold through an authorized Audi Dealer in the United States with a retail sales date on or after September 1, 2011 include a Certified pre-owned Limited Warranty that is eligible to be transferred from private owner to private owner.**

This vehicle must meet current Audi Certified pre-owned guidelines for transfer eligibility as stated on the Audi Certified pre-owned Limited Warranty Transfer Application form.

To download a transfer application form, please visit www.audiusa.com/certified. To obtain a form via mail or if you have questions, please call 1-800-822-AUDI (2834).

Upon the sale/purchase of this vehicle, the Audi Certified pre-owned Limited Warranty Transfer Application form and supporting documentation must be completed, notarized, and returned within 30 days to the address below. A \$150 transfer fee is also required.

- ▶ **Audi of America, Inc.** Attn: Audi Warranty Department - CPO, 3800 Hamlin Road, Auburn Hills, MI 48326

*Roadside Assistance provided by a third party.

**See rules pertaining to warranty coverage detailed within this guide.

24/7 Roadside Assistance*

You will receive your membership kit about four weeks after the purchase of your Certified pre-owned Audi. The 24/7 Roadside Assistance program offers the following services:

- ▶ Towing to the nearest authorized Audi dealership or authorized facility in the event of disablement or collision
- ▶ Lockout service
- ▶ Battery jump-start
- ▶ Fuel-delivery service
- ▶ Flat-tire service
- ▶ Emergency winching service

ASF® Aluminum Frame Repairs

Audi Vehicles containing aluminum design and construction (including but not limited to A8, R8, TT, including S/RS variants) demand that repairs to the body and space frame, which become necessary as a result of collision or other damage, be performed at an Audi approved Aluminum Collision Repair Facility that is authorized by Audi to perform these repairs (your Audi dealer can tell you if any damage requires particular attention to aluminum componentry).

If your Audi has been in an accident and cannot be safely driven, and is within the New Vehicle Limited Warranty period, Audi will transport the vehicle free of charge from your selling/service dealer to the nearest Audi approved Aluminum Collision Repair Facility; and once repaired, will return the vehicle to your Audi dealership. Ask your authorized Audi dealer for details. For Audi R8 vehicles, the authorized Audi dealer must also have the designation of an Audi R8 Certified Point or Audi R8 Service Point.

While you may elect to take the vehicle to a non-approved Audi repair facility at your own expense, Audi will not accept liability for any damages or incorrect repairs, including corrosion, resulting from aluminum body and space frame repairs that are not performed in accordance with Audi-specified procedures.

Call the 24/7 Roadside Assistance Center

Due to technical differences and unique towing requirements, Audi R8 vehicles have a separate toll-free number for 24-Hour Roadside Assistance.

24-Hour Roadside Assistance
1-800-411-9988

24-Hour Roadside Assistance (Audi A8 and R8 only)
1-866-4R8-3456

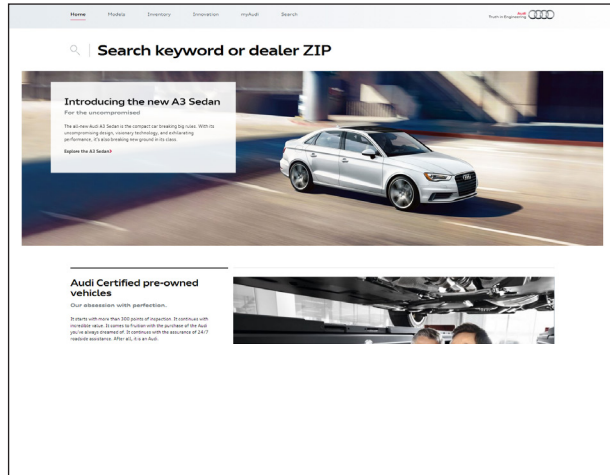
To obtain service, you must provide the following information:

1. Your VIN (Vehicle Identification Number)
2. Year, model, color and license plate number about which you are calling
3. Area code and phone number you are calling from
4. Exact location of your vehicle (street address and nearest intersection)
5. Type of service required or brief description of the problem

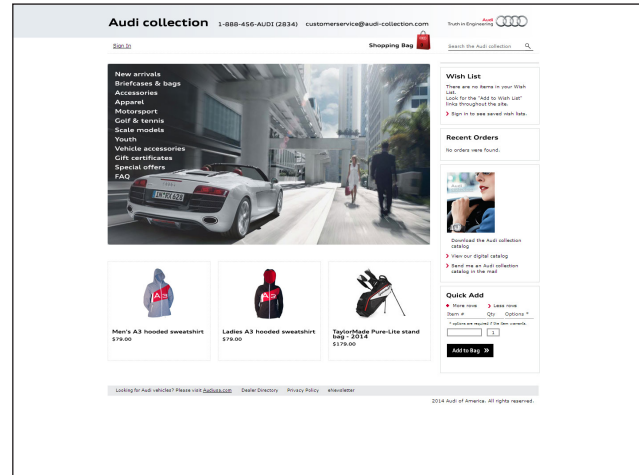
*Roadside Assistance provided by a third party.

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As an Audi driver, we encourage you to discover the features and offerings of audiusa.com. In just a few clicks, you can find answers to frequently asked questions, review the features and specifications of any vehicle model and shop the Audi Store for accessories for you and your new vehicle. Our in-depth model configurators allow you to build your next Audi. Additionally, you can browse special offers, new products and upcoming events. Audiusa.com ensures there's no better way to enhance your Audi ownership experience.



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