



**Audi**  
Certified pre-owned

Limited Warranty and  
24-Hour Roadside Assistance



# Congratulations on your purchase of an Audi Certified pre-owned Vehicle.

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

- 1 Vehicle History Report.** A vehicle history report is run to identify and exclude any vehicle that does not meet Audi Certified pre-owned (CPO) standards.
- 2 Comprehensive Inspection and Certification Process.** This rigorous process thoroughly examines the interior, exterior, engine compartment, under the vehicle, and includes a comprehensive road test.
- 3 Warranty.** Audi Certified pre-owned vehicles purchased on or after August 1, 2023 include the Audi Certified Pre-owned Limited Warranty. The coverage period depends on whether any Audi New Vehicle Limited Warranty coverage remains at the time of purchase:

If coverage remains under the Audi New Vehicle Limited Warranty (4 years/50,000 miles, whichever occurs first) at the time you purchase the vehicle, the New Vehicle Limited Warranty continues to provide coverage until its expiration. Upon expiration of the New Vehicle Limited Warranty, the Audi Certified Pre-owned Limited Warranty begins and continues for 1 year / 20,000 miles, whichever comes first.

If there is no remaining Audi New Vehicle Limited Warranty coverage at the time you purchase the vehicle, the Audi Certified pre-owned Limited Warranty coverage period begins at the time of purchase and continues for 1 year / 20,000 miles, whichever comes first. Also included are the balance of any Audi Care Pre-Paid Scheduled Maintenance<sup>1</sup>, the balance of the vehicle's 12-year Limited Warranty against Corrosion Perforation<sup>2</sup>, regardless of mileage, a complimentary service loaner<sup>3</sup>, 24-hour customer service support and Roadside Assistance<sup>4</sup>.

### Disclaimers:

- 1) If there is remaining Audi Care coverage at the time of Certified pre-owned purchase, the Audi CPO vehicle may benefit from the remainder of Prepaid Scheduled Maintenance. See dealer for details, visit [audiusa.com/certified-pre-owned](https://audiusa.com/certified-pre-owned) or call 1.800.FOR.AUDI. 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.)
- 2) See dealer for details, visit [audiusa.com/certified-pre-owned](https://audiusa.com/certified-pre-owned) or call 1.800.FOR.AUDI (1.800.822.2834).
- 3) Only at participating dealers.
- 4) Roadside Assistance provided by third party.

# Audi Certified pre-owned Owner Information

(Please print clearly)

Name of Purchaser:

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VIN:

Audi Model:

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Street Address:

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City:

State:

ZIP Code:

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New Vehicle In-Service Date:

CPO Vehicle Delivery Date:

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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 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 after the Audi New Vehicle Limited Warranty expires, and the coverage it provides is different from the New Vehicle Limited Warranty.

If coverage remains under the Audi New Vehicle Limited Warranty (4 years / 50,000 miles, whichever comes first) at the time you purchase the vehicle, the New Vehicle Limited Warranty continues to provide coverage until its expiration. Upon expiration of the New Vehicle Limited Warranty, the Audi Certified Pre-owned Limited Warranty begins and continues for 1 year / 20,000 miles, whichever comes first.

If there is no remaining Audi New Vehicle Limited Warranty coverage at the time you purchase the vehicle, the Audi Certified pre-owned Limited Warranty coverage period begins at the time of purchase and continues for 1 year / 20,000 miles, whichever comes first.

Audi participates in BBB AUTO LINE, a mediation/arbitration program administered by the Council of Better Business Bureaus. If you have a problem arising under any Audi written warranty, we request that you bring it to Audi's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. To file a claim with BBB AUTO LINE, call 1.800.955.5100. There is no charge for the call. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the Audi Certified pre-owned Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other State or Federal law.

# Terms of the Audi Certified pre-owned Limited Warranty

## **Warranty repair free of charge:**

Repairs under this warranty will be performed free of charge.

## **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.

## **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.

**The Audi Certified pre-owned Limited Warranty, the Audi New Vehicle Limited Warranty, the Limited Warranty Against Corrosion Perforation, the Federal Emissions Warranties, and (if applicable) the TDI Extended Emissions Warranty, 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 an 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 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.**

# 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 (i.e. a mechanical defect). 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.

If there is remaining coverage from the Audi New Vehicle Limited Warranty or applicable emissions warranties at the time of Certified pre-owned purchase, the Audi New Vehicle Limited Warranty, applicable emissions warranties, and (if applicable) the TDI Extended Emissions Warranty provide coverage on the Certified pre-owned vehicle until the expiration of those warranties. Upon expiration of the New Vehicle Limited Warranty, the Audi Certified Pre-owned Limited Warranty begins and continues for 1 year / 20,000 miles, whichever comes first.

**Plug-in hybrid vehicles** - hybrid system components.

**e-tron vehicles** - high voltage system components.

**Note:** The high voltage battery and battery module are not covered by Audi's Certified pre-owned Limited Warranty. However, these two components might be covered by the New Vehicle Limited Warranty if that warranty still applies to your vehicle. Please check with your Audi dealer to determine specific warranty coverage for the high voltage battery and battery module.

**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.

**Radio and navigation** - Navigation components, sound system components, including radios, compact disc and DVD players, speakers, and subwoofer.

**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).**

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

**Maintenance services and adjustments** - This limited warranty does not cover the cost of parts and labor involved in any scheduled maintenance service. This limited 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 limited 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.

**Wear items** - This limited 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.

- > This limited warranty does not cover the replacement of any Plug-in Hybrid System components or e-tron high voltage system components that wear as a result of normal wear or deterioration, driving habits or driving conditions.

**Wear clarification** - Your Audi technician is authorized to decide if a component is worn as opposed to having a factory defect. This limited warranty covers items that fail due to a defect in material and workmanship; it 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.

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

**Communication technology malfunctions, inoperability, or discontinuation of service:** This limited warranty does not cover any malfunction, inoperability, or failure of telecommunications parts, systems, or services (including but not limited to Audi Connect services) caused by the obsolescent, discontinuation, or replacement of communication network technologies (including but not limited to the replacement or discontinuation of 2G, 3G, 4G, LTE, or other networks and network standards) that are beyond Audi's direct control.

**Damage, malfunctions, or symptoms due to failure to take vehicle to an authorized Audi Dealer upon discovery of a defect:** This limited warranty does not cover damage, malfunctions, or symptoms due to failure to take the vehicle to an authorized dealer upon discovery of a defect in manufacturer's material or workmanship.

**Damage, malfunctions, or symptoms due to improper or lack of maintenance/repair and failure to comply with Audi standards:** This limited warranty does not cover damage, malfunctions, or symptoms 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, malfunctions, or symptoms due to misuse, negligence, alteration, accident or fire:** This limited warranty does not cover damage, malfunctions, or symptoms 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.

**Damage, malfunctions, or symptoms caused by the environment:** This limited warranty does not cover damage, malfunctions, or symptoms caused by the environment, such as road salt, bird droppings, airborne industrial pollutants (e.g. acid rain) fire, weather conditions, floodwater, wind, tree sap, plant debris, or other similar materials or occurrences.

**Accessories, spare parts, and modifications of your Audi:** A wide variety of non-genuine spare parts and accessories for Audi vehicles are available in the market. You should know that Audi does not warrant these products and is not responsible for their performance, repair, or replacement, or for any damage they may cause to, or adverse effect they may have on, your Audi vehicle. Your Audi vehicle should not be modified with non-genuine Audi products. Modification with non-genuine Audi products could affect the vehicle's performance, safety, or durability, and may even violate government regulations. In addition, damage or performance problems resulting from the modification may not be covered under any warranty. Audi will not accept any liability for any parts and accessories not approved by Audi.

# What is Not Covered?

## Other Exclusions: This limited warranty does not cover:

- > The use of Audi Genuine Parts and Accessories not purchased from authorized Audi dealerships.
- > Damage, malfunctions, or symptoms due to the use of non-genuine Audi parts and accessories.
- > Damage, malfunctions, or symptoms due to used parts (except factory remanufactured parts).
- > Damage, malfunctions, or symptoms caused by improper charging of the high voltage system (e-tron, Q4 e-tron, Q8 e-tron, e-tron GT).
- > Damage, malfunctions, or symptoms caused by improper storage or handling of the high voltage vehicle, including parking the vehicle for more than 24 hours when the ambient temperature is higher than 118 °F (48 °C) (Audi A3 e-tron).
- > Noise, vibration, or cosmetic conditions (unless the noise, vibration, or cosmetic condition was caused by a defect in manufacturer's materials or workmanship).
- > Deterioration caused by normal wear and tear.
- > Aesthetic or design elements of the vehicle.
- > 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.

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

- > The vehicle identification number (VIN) has been altered or removed.
- > The odometer has been altered or the actual mileage 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.
- > The vehicle was used for prohibited commercial purposes.\*

## \*Prohibited Commercial Purposes:

Prohibited Commercial Purposes are services performed using Covered Vehicle for hire which include but are not limited to: hauling, construction, pickup and/or delivery service, carrying passengers for hire (taxi, limousine, or shuttle), ride hail or ride share (including but not limited to Uber, Lyft and Sidecar), towing or road services, government/ military use, law enforcement, fire, ambulance, or other emergency services, snowplowing, company pool use, or if the Covered Vehicle is registered to a business where it can be used by multiple drivers.



## Exclusion of Incidental and Consequential Damage

This limited 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 Audi 24-Hour 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 limited warranty gives the owner specific legal rights, and the owner may also have other rights that vary from state to state.

## Warrantor

This limited warranty is issued by Audi of America, Inc. for vehicles registered in the U.S. This limited 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.

\* Roadside Assistance provided by a third party.

# 24-Hour Roadside Assistance\*

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

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

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.

## Contact the 24-Hour Roadside Assistance Center

Due to technical differences and unique towing requirements, Audi A8, S8, and 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 (A8, S8, and R8 owners)**  
**1.866.478.3456**

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.

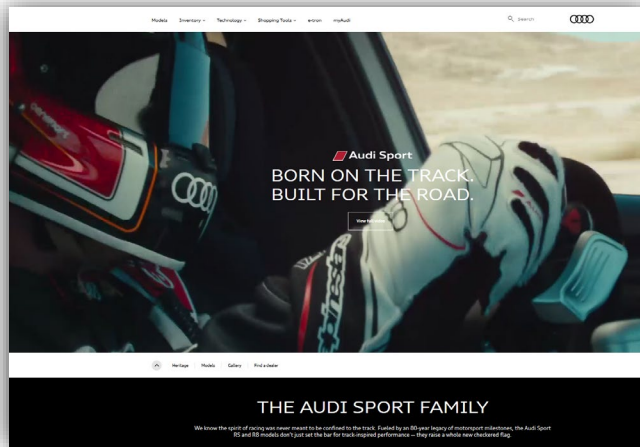
# Recall / Service Campaign Lookup

Audi encourages owners to check the recall status of their vehicles any time by using the [Recall / Service Campaign Lookup](#) found on [audiusa.com](#). If you have any questions regarding your vehicle, please contact **Audi Customer Experience** at **1.800.822.2834**.

## Audi USA®

### > [audiusa.com](#)

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 collection 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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# Certified

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