



Audi Care Agreement | Terms & Conditions

Coverages

Audi Care consists of six different coverages providing prepaid scheduled maintenance services. The details are provided below. The coverage that applies to your vehicle is specified in your Audi Care contract and is determined by the asterisk (*) next to it.

What is not covered:

All parts and services not listed in the *Audi Warranty & Maintenance Booklet* included with the vehicle will not be covered. Examples of items not covered include, but are not limited to: mechanical breakdown repairs, hoses, brake pads and linings, and wheel alignment and balancing. In addition, Audi of America, Inc., will not pay for maintenance services that are performed by any party other than an authorized Audi dealership, or for loss of time, inconvenience or other incidental or consequential losses.

Audi Care | MY 2010 through 2016

Purchase

- Audi Care prepaid scheduled maintenance is available for purchase at authorized Audi dealerships in the U.S. It may be purchased for all MY 2010 through 2016 Audi vehicles sold or leased in the U.S.
- Audi Care may be purchased at the time of the retail sale or lease of an Audi vehicle through an authorized Audi dealer, or at a later date. When Audi Care is purchased at a later date, you will not be able to roll the cost into your monthly payment. Scheduled maintenances that have already been performed will not be prorated. It is highly recommended that you purchase Audi Care at the time you purchase/lease your vehicle, or before the 15k scheduled maintenance, in order to receive the full cost-saving benefits.
- The price you will pay for Audi Care is specified in your Audi Care contract.
- Dealer sets final price. Plus applicable taxes. Tax on parts supplied may be due at the time of each scheduled maintenance, as required by state and/or local regulations where the work is performed.

Audi Care scheduled maintenance services

To be performed at the event that occurs first:

15,000 miles or 12 months after the 5,000-mile scheduled maintenance

25,000 miles or 12 months after the 15,000-mile scheduled maintenance

35,000 miles or 12 months after the 25,000-mile scheduled maintenance

45,000 miles or 12 months after the 35,000-mile scheduled maintenance

Audi **highly recommends** that after the 5,000-mile or 6-month maintenance service, a maintenance service be performed at 10,000 miles or 12 months after the previous maintenance service, whichever occurs first, as presented in the chart above. For complete information, refer to the *Audi Warranty & Maintenance Booklet* included with the vehicle. **All Audi Care prepaid scheduled maintenance expires at 57,000 miles or 66 months from the original vehicle in-service date, whichever occurs first. Please see your Audi dealer for complete details.**

All scheduled maintenances must be completed by an authorized Audi dealer to qualify under Audi Care.

Additional Audi Care Packages | MY 2009 through 2016

Purchase

- Additional Audi Care prepaid scheduled maintenance may be purchased for all MY 2009 through 2016 Audi vehicles sold or leased in the U.S., subject to the mileage/time restrictions presented below.
- Additional Audi Care may be purchased at the time of the retail sale or lease of an Audi vehicle through an authorized Audi dealer, or at a later date. When an additional Audi Care package is purchased at a later date, you will not be able to roll the cost into your monthly payment. Scheduled maintenances that have already been performed will not be prorated. It is highly recommended that you purchase Audi Care at the time you purchase/lease your vehicle, or before the mileage specified for the first scheduled maintenance in any package, in order to receive the full cost-saving benefits.
- The price you will pay for Audi Care is specified in your Audi Care contract.
- Dealer sets final price. Plus applicable taxes. Tax on parts supplied may be due at the time of each scheduled maintenance, as required by state and/or local regulations where the work is performed.



Additional Audi Care scheduled maintenance services

To be performed at the event that occurs first:

35,000 miles or 12 months after the 25,000-mile scheduled maintenance

45,000 miles or 12 months after the 35,000-mile scheduled maintenance

55,000 miles or 12 months after the 45,000-mile scheduled maintenance

65,000 miles or 12 months after the 55,000-mile scheduled maintenance

75,000 miles or 12 months after the 65,000-mile scheduled maintenance

85,000 miles or 12 months after the 75,000-mile scheduled maintenance

Audi **highly recommends** that a maintenance service be performed at 10,000 miles or 12 months after the previous maintenance service, whichever occurs first, as presented in the chart above. For complete information, refer to the *Audi Warranty & Maintenance Booklet* included with the vehicle. **All Audi Care Select prepaid scheduled maintenance expires at the mileage/time stipulated in their Audi Care Select contracts. Please see your Audi dealer for complete details.**

Additional Audi Care packages may be sold individually at any time, provided the vehicle meets the age and mileage parameters. The only time multiple additional Audi Care packages can be purchased together is at the time of Audi CPO vehicle purchase, as long as the vehicle meets the vehicle age parameters. When multiple packages are sold together, note that they can only be sold in odd/even number groups (e.g., 1+3, 3+5, 1+3+5 or 2+4).

All scheduled maintenances must be completed by an authorized Audi dealer to qualify under Audi Care.

	Package 1 35k & 45k services	Package 2 45k & 55k services	Package 3 55k & 65k services	Package 4 65k & 75k services	Package 5 75k & 85k services
Minimum mileage	20,000	30,000	40,000	50,000	60,000
Expiration mileage **	57,000	67,000	77,000	87,000	97,000
Expiration time ***	66 months	78 months	90 months	102 months	114 months

** - Mileage at which each package expires and becomes inactive in the Audi Care Management System and ElsaWeb/SAGA.

*** - Months after the original vehicle in-service date at which each package expires and becomes inactive in the Audi Care Management System and ElsaWeb/SAGA.

General terms

Audi Care is only valid in the country in which they are purchased. The terms of this contract are effective December 1, 2020, and onward until otherwise indicated by Audi of America, Inc. Audi Care is refundable in the state of California. Please contact your dealership to request a refund. Audi Care will be removed if a plan vehicle has been repossessed by the lienholder.

The chart below shows the eligible refund amount, based on the maintenances performed. **No state or local taxes are included in any plan refund. ALL refund requests must be accompanied by a copy of the Audi Care Select contract.**

AUDI CARE			ADDITIONAL AUDI CARE		
	Fee	Refund Amount		Fee	Refund Amount
Before Performance of First Service under the Audi Care Plan	5%	95%	Before performance of the first service of any additional Audi Care package	5%	95%
15,000-mile service	50%	50%	Before performance of the second service of any additional Audi Care package	50%	50%
25,000-mile service	70%	30%	After performance of the second service of any additional Audi Care package	100%	0%
35,000-mile service	90%	10%			
45,000-mile service	100%	0%			

Note:

The customer is entitled to a full refund should he/she elect to cancel this contract within 60 days after its purchase, assuming there has been no use whatsoever of the plan. In the event that a refund is claimed, and the vehicle that is the subject of the refund has exceeded an Audi Care plan mileage interval and not completed the maintenance scheduled for that mileage interval, the customer will be charged for the maintenance that should have been completed at that mileage interval. Audi Care coverage remains with the vehicle for which it was originally purchased, and can be used by subsequent vehicle owners. In the event the original purchaser requests a refund of the unused portion of their plan, 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 non-transferable to subsequent vehicles purchased by the same owner.



Audi Care | MY 2017 thru MY 2019

Purchase

- Audi Care prepaid scheduled maintenance is available for purchase at authorized Audi dealerships in the U.S. It may be purchased for all MY 2017 thru MY 2019 Audi vehicles sold or leased in the U.S.
- Audi Care may be purchased at the time of the retail sale or lease of an Audi vehicle through an authorized Audi dealer, or at a later date. When Audi Care is purchased at a later date, you will not be able to roll the cost into your monthly payment. Scheduled maintenances that have already been performed will not be prorated. It is highly recommended that you purchase Audi Care at the time you purchase/lease your vehicle, or before the 20k scheduled maintenance, in order to receive the full cost-saving benefits.
- The price you will pay for Audi Care is specified in your Audi Care contract.
- Dealer sets final price. Plus applicable taxes. Tax on parts supplied may be due at the time of each scheduled maintenance, as required by state and/or local regulations where the work is performed.

Audi Care scheduled maintenance services

To be performed at the event that occurs first:

20,000 miles or 12 months after the 10,000-mile scheduled maintenance

30,000 miles or 12 months after the 20,000-mile scheduled maintenance

40,000 miles or 12 months after the 30,000-mile scheduled maintenance

50,000 miles or 12 months after the 40,000-mile scheduled maintenance

Audi **highly recommends** that after the 10,000-mile or 12-month maintenance service, a maintenance service be performed at 10,000 miles or 12 months after the previous maintenance service, whichever occurs first, as presented in the chart above. For complete information, refer to the *Audi Warranty & Maintenance Booklet* included with the vehicle. **All Audi Care prepaid scheduled maintenance expires at 62,000 miles or 6 years from the original vehicle in-service date, whichever occurs first. Please see your Audi dealer for complete details.**

All scheduled maintenances must be completed by an authorized Audi dealer to qualify under Audi Care.

Additional Audi Care Packages | MY 2017 thru MY 2019

Purchase

- Additional Audi Care prepaid scheduled maintenance may be purchased for all MY 2017 thru MY 2019 Audi vehicles sold or leased in the U.S., subject to the mileage/time restrictions presented below.
- Additional Audi Care may be purchased at the time of the retail sale or lease of an Audi vehicle through an authorized Audi dealer, or at a later date. When an additional Audi Care is purchased at a later date, you will not be able to roll the cost into your monthly payment. Scheduled maintenances that have already been performed will not be prorated. It is highly recommended that you purchase Audi Care at the time you purchase/lease your vehicle, or before the mileage specified for the first scheduled maintenance in any package, in order to receive the full cost-saving benefits.
- The price you will pay for Audi Care is specified in your Audi Care contract.
- Dealer sets final price. Plus applicable taxes. Tax on parts supplied may be due at the time of each scheduled maintenance, as required by state and/or local regulations where the work is performed.

Audi Care Select scheduled maintenance services

To be performed at the event that occurs first:

40,000 miles or 12 months after the 30,000-mile scheduled maintenance

50,000 miles or 12 months after the 40,000-mile scheduled maintenance

60,000 miles or 12 months after the 50,000-mile scheduled maintenance

70,000 miles or 12 months after the 60,000-mile scheduled maintenance

80,000 miles or 12 months after the 70,000-mile scheduled maintenance

90,000 miles or 12 months after the 80,000-mile scheduled maintenance



Audi **highly recommends** that a maintenance service be performed at 10,000 miles or 12 months after the previous maintenance service, whichever occurs first, as presented in the chart above. For complete information, refer to the *Audi Warranty & Maintenance Booklet* included with the vehicle. **All Audi Care prepaid scheduled maintenance expires at the mileage/time stipulated in their Audi Care contracts. Please see your Audi dealer for complete details.**

Additional Audi Care packages may be sold individually at any time, provided the vehicle meets the age and mileage parameters. The only time multiple additional Audi Care packages can be purchased together is at the time of Audi CPO vehicle purchase, as long as the vehicle meets the vehicle age parameters. When multiple packages are sold together, note that they can only be sold in odd/even number groups (e.g., 1+3, 3+5, 1+3+5 or 2+4).

All scheduled maintenances must be completed by an authorized Audi dealer to qualify under Audi Care.

	Package 1 40k & 50k services	Package 2 50k & 60k services	Package 3 60k & 70k services	Package 4 70k & 80k services	Package 5 80k & 90k services
Minimum mileage	20,000	30,000	40,000	50,000	60,000
Expiration mileage **	62,000	72,000	82,000	92,000	102,000
Expiration time ***	72 months	84 months	96 months	108 months	120 months

** - Mileage at which each package expires and becomes inactive in the Audi Care Management System and ElsaWeb/SAGA.

*** - Months after the original vehicle in-service date at which each package expires and becomes inactive in the Audi Care Management System and ElsaWeb/SAGA.

General terms

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The chart below shows the eligible refund amount, based on the maintenances performed. **No state or local taxes are included in any plan refund. ALL refund requests must be accompanied by a copy of the Audi Care and/or Audi Care Select contract.**

AUDI CARE		ADDITIONAL AUDI CARE	
	Refund Amount		Refund Amount
Before Performance of First Service under the Audi Care Plan	95%	Before performance of the first service of any additional Audi Care package	95%
20,000-mile service	50%	Before performance of the second service of any additional Audi Care package	50%
30,000-mile service	30%	After performance of the second service of any additional Audi Care package	0%
40,000-mile service	10%		
50,000-mile service	0%		

Note:

The customer is entitled to a full refund should he/she elect to cancel this contract within 60 days after receipt, assuming there has been no use whatsoever of the plan. If customer cancels this contract more than 60 days after receipt, or if the plan was used during that time period, the customer is entitled to a prorated refund based upon the retail value of services performed as indicated above. If the cancellation was made more than 60 days after receipt, a cancellation fee will be assessed equal to 10% of the purchase price or \$25, whichever is less. Audi Care coverage remains with the vehicle for which it was originally purchased, and can be used by subsequent vehicle owners. In the event the original purchaser requests a refund of the unused portion of their plan, 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 non-transferable to subsequent vehicles purchased by the same owner.

Audi of America, Inc., 2200 Ferdinand Porsche Dr., Herndon, VA 20171



Audi Care | MY 2020 and Newer Purchase

- Audi Care prepaid scheduled maintenance is available for purchase at authorized Audi dealerships in the U.S. It may be purchased for all MY 2020 and newer Audi vehicles sold or leased in the U.S.
- Audi Care may be purchased at the time of the retail sale or lease of an Audi vehicle through an authorized Audi dealer, or at a later date. When Audi Care is purchased at a later date, you will not be able to roll the cost into your monthly payment. Scheduled maintenances that have already been performed will not be prorated. It is highly recommended that you purchase Audi Care at the time you purchase/lease your vehicle, or before the 10k scheduled maintenance, in order to receive the full cost-saving benefits.
- The price you will pay for Audi Care is specified in your Audi Care contract.
- Dealer sets final price. Plus applicable taxes. Tax on parts supplied may be due at the time of each scheduled maintenance, as required by state and/or local regulations where the work is performed.

Audi Care scheduled maintenance services

To be performed at the event that occurs first:

10,000 miles or 12 months after vehicle in-service date maintenance.

20,000 miles or 12 months after the 10,000-mile scheduled maintenance

30,000 miles or 12 months after the 20,000-mile scheduled maintenance

40,000 miles or 12 months after the 30,000-mile scheduled maintenance

Audi **highly recommends** that a maintenance service be performed at 10,000 miles or 12 months after the vehicle's in service date, whichever occurs first, as presented in the chart above.. For complete information, refer to the *Audi Warranty & Maintenance Booklet* included with the vehicle. **All Audi Care prepaid scheduled maintenance expires at 52,000 miles or 5 years from the original vehicle in-service date, whichever occurs first. Please see your Audi dealer for complete details.**

All scheduled maintenances must be completed by an authorized Audi dealer to qualify under Audi Care.

Additional Audi Care Packages | MY 2020 and Newer Purchase

- Additional Audi Care prepaid scheduled maintenance may be purchased for all MY 2020 and newer Audi vehicles sold or leased in the U.S., subject to the mileage/time restrictions presented below.
- Additional Audi Care packages may be purchased at the time of the retail sale or lease of an Audi vehicle through an authorized Audi dealer, or at a later date. When an additional Audi Care package is purchased at a later date, you will not be able to roll the cost into your monthly payment. Scheduled maintenances that have already been performed will not be prorated. It is highly recommended that you purchase Audi Care at the time you purchase/lease your vehicle, or before the mileage specified for the first scheduled maintenance in any package, in order to receive the full cost-saving benefits.
- The price you will pay for Audi Care is specified in your Audi Care contract.
- Dealer sets final price. Plus applicable taxes. Tax on parts supplied may be due at the time of each scheduled maintenance, as required by state and/or local regulations where the work is performed.

Audi Care Select scheduled maintenance services

To be performed at the event that occurs first:

30,000 miles or 12 months after the 20,000-mile scheduled maintenance

40,000 miles or 12 months after the 30,000-mile scheduled maintenance

50,000 miles or 12 months after the 40,000-mile scheduled maintenance

60,000 miles or 12 months after the 50,000-mile scheduled maintenance

70,000 miles or 12 months after the 60,000-mile scheduled maintenance

80,000 miles or 12 months after the 70,000-mile scheduled maintenance



Audi **highly recommends** that a maintenance service be performed at 10,000 miles or 12 months after the previous maintenance service, whichever occurs first, as presented in the chart above. For complete information, refer to the *Audi Warranty & Maintenance Booklet* included with the vehicle. **All Audi Care prepaid scheduled maintenance expires at the mileage/time stipulated in their Audi Care contracts. Please see your Audi dealer for complete details.**

Additional Audi Care packages may be sold individually at any time, provided the vehicle meets the age and mileage parameters. The only time multiple additional Audi Care packages can be purchased together is at the time of Audi CPO vehicle purchase, as long as the vehicle meets the vehicle age parameters. When multiple packages are sold together, note that they can only be sold in odd/even number groups (e.g., 1+3, 3+5, 1+3+5 or 2+4).

All scheduled maintenances must be completed by an authorized Audi dealer to qualify under Audi Care.

	Package 1 30k & 40k services	Package 2 40k & 50k services	Package 3 50k & 60k services	Package 4 60k & 70k services	Package 5 70k & 80k services
Minimum mileage	10,000	20,000	30,000	40,000	50,000
Expiration mileage **	52,000	62,000	72,000	82,000	92,000
Expiration time ***	52 months	72 months	84 months	96 months	108 months

** - Mileage at which each package expires and becomes inactive in the Audi Care Management System and ElsaWeb/SAGA.

*** - Months after the original vehicle in-service date at which each package expires and becomes inactive in the Audi Care Management System and ElsaWeb/SAGA.

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The chart below shows the eligible refund amount, based on the maintenances performed. **No state or local taxes are included in any plan refund. ALL refund requests must be accompanied by a copy of the Audi Care and/or Audi Care Select contract.**

AUDI CARE		ADDITIONAL AUDI CARE	
	Refund Amount		Refund Amount
Before Performance of First Service under the Audi Care Plan	95%	Before performance of the first service of any additional Audi Care package	95%
10,000-mile service	50%	Before performance of the second service of any additional Audi Care package	50%
20,000-mile service	30%	After performance of the second service of any additional Audi Care package	0%
30,000-mile service	10%		
40,000-mile service	0%		

Note:

The customer is entitled to a full refund should he/she elect to cancel this contract within 60 days after receipt, assuming there has been no use whatsoever of the plan. If customer cancels this contract more than 60 days after receipt, or if the plan was used during that time period, the customer is entitled to a prorated refund based upon the retail value of services performed as indicated above. If the cancellation was made more than 60 days after receipt, a cancellation fee will be assessed equal to 10% of the purchase price or \$25, whichever is less. Audi Care coverage remains with the vehicle for which it was originally purchased, and can be used by subsequent vehicle owners. In the event the original purchaser requests a refund of the unused portion of their plan, 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 non-transferable to subsequent vehicles purchased by the same owner.

Audi of America, Inc., 2200 Woodland Pointe Avenue, Herndon, VA 20171