



Audi Certified
:plus

Limited Warranty and
Roadside Assistance



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

After all, you considered the car's past, present, and future

Past: Introducing the CARFAX advantage, that starts with your vehicle's complete history. Only cars that pass CARFAX muster are considered for inclusion in our Certified *plus* program.



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

Future: A Factory-Backed Limited Warranty with a total possible coverage of 6 years or 160,000 kilometres, whichever occurs first, based on the vehicle's original in-service date¹. The balance of the no-charge scheduled maintenance² and the balance of the car's 12-year Corrosion Perforation Limited Warranty³, regardless of mileage. Audi 24/7 Roadside Assistance⁴ for the duration of the warranty including Trip Interruption Benefits. A complimentary service loaner⁵ as well as 24-hour customer service support.

¹ If there is remaining coverage from the Audi New Vehicle Limited Warranty at the time of Audi Certified *plus* vehicle purchase, the Audi New Vehicle Limited Warranty provides coverage on the Audi Certified *plus* vehicle until its expiration either 4 years from the original in-service date or at 80,000 kilometres, whichever occurs first. When the New Vehicle Limited Warranty on your Audi Certified *plus* vehicle expires, the Audi Certified *plus* Limited Warranty becomes effective and provides coverage for up to a maximum of 6 years from the original in-service date or 160,000 total vehicle kilometres, whichever occurs first. If the Audi New Vehicle Limited Warranty has expired at the time of Certified *plus* vehicle purchase, the Audi Certified *plus* Limited Warranty provides coverage from the Certified *plus* vehicle purchase date for a maximum of 160,000 total vehicle kilometres or 6 years from the vehicle's original in-service date, whichever occurs first.

² If there is remaining coverage from Audi Care at the time of Certified *plus* vehicle purchase, the Audi Certified *plus* vehicle may benefit from the remainder of the No-Charge Scheduled Maintenance. Coverage varies by vehicle.

³ See dealer for details, visit cpo.audi.ca or call 1-800-822-2834.

⁴ Roadside Assistance coverage provided by Club Auto Roadside Services, Thornhill, Ontario, Canada. Certain conditions may apply. See your dealer for details. Roadside Assistance is a separate program and is not part of our Audi Certified *plus* Limited Warranty.

⁵ Only at participating dealers.

⁶ "CARFAX" is a registered trademark of CARFAX Corporation

Audi Certified *:plus* owner information

Vehicle Identification Number (VIN)

Audi Model

Mr.|Mrs.|Ms.

New Owner Name (Please Print)

Street

Daytime Phone Number

City

Province

Evening Phone Number

Postal Code

Email

The terms and conditions of the Certified *:plus* Limited Warranty covering your Audi are printed inside this warranty booklet.

Certified *:plus* Limited Warranty

Warranty period: The Audi Certified *:plus* Limited Warranty is extremely comprehensive. However it is not an extension of the original 4-year/80,000 kilometres Audi New Vehicle Limited Warranty. The Audi Certified *:plus* Limited Warranty is only effective when the Audi New Vehicle Limited Warranty expires, and the coverage it provides is different from the new car warranty.

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 *:plus* vehicle purchase, the Audi New Vehicle Limited Warranty provides coverage (on the Certified *:plus* vehicle) until its expiration either 4 years from the original in-service date or at 80,000 kilometres, whichever occurs first. When the Audi New

Vehicle Limited Warranty expires, the Audi Certified *:plus* Limited Warranty becomes effective and provides coverage for up to a maximum of 6 years from the original in-service date or 160,000 total vehicle kilometres, whichever comes first. In no event will coverage exceed 160,000 total vehicle kilometres or 6 years from its original in-service date, whichever comes 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 *:plus* vehicle purchase, the Audi Certified *:plus* Limited Warranty provides coverage up to a maximum of 6 years or 160,000 total vehicle kilometres, whichever comes first, based on the vehicle's original in-service date.

Limited New Car Warranty

4 years/80,000 kilometres
(whichever occurs first)
Original In-Service Date

Audi Certified *:plus* Limited Warranty

Up to 6 years/160,000 kilometres
(whichever occurs first)
Original in-service date

^{*} The warranty on your Certified *:plus* vehicle may provide coverage for a total of 6 years or a maximum of 160,000 total vehicle kilometres, whichever comes first from the original in-service date of the vehicle.

Terms of the Audi Certified *:plus* Limited Warranty

Warranty repair requires a \$50 service

fee per repair visit: Repairs under this warranty, including emergency repairs, will be performed for a \$50 service fee per repair 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.

Transferability of warranty: Subject to the restrictions and other conditions contained in this paragraph, you may transfer this warranty, while it is in force, to an entity or other person to whom you sell or otherwise transfer your Certified *:plus* vehicle. Such transfer will not be effective unless and until we receive, [at the address indicated below*], payment in the amount of \$150 plus applicable G.S.T. and P.S.T. or H.S.T., together with a duly completed Transfer Certificate in the form attached. Payment must be made by cheque payable to Audi Canada. This transfer fee is not payable by owners or lessees who are residents of Québec or Nova Scotia. Except where

prohibited by law, this warranty cannot be transferred if the vehicle identified above is at any time sold, traded or otherwise transferred to a dealership, leasing agency, entity or other person leasing agency, entity or other person in the business of selling, leasing or otherwise providing vehicles.

Where to go for warranty service: To obtain service under this 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 Centre in Canada.

Warranty repair while travelling in the United

States: Warranty repair while travelling in the United States, including its territories, should be performed free of charge by an authorized Audi dealer. Proof of Canadian residence is required. If the authorized Audi dealer is unable to submit a claim for the repairs, you may be asked to pay for the repair. On your return to Canada, 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 to the nearest authorized 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:

A statement explaining the circumstances that prevented you from getting to an authorized Audi dealer, paid receipt(s), repair order(s), and the part(s) removed from your Audi.

What is covered

The following items have Audi Certified :plus Limited Warranty coverage on authorized repairs to correct a manufacturer's defect in materials or workmanship. This list is not exhaustive. 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 air flow sensor.

Automatic transmission: selector lever and mechanism, Tiptronic® switches and controls, transmission control module, transmission speed sensor, mounts, multi-function 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 (bushings subject to wear), 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.

Suspension-related components may be subject to wear and tear and are only covered for manufacturer's defect in materials or workmanship.

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 motor, 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, a/c accumulator, a/c condenser, a/c expansion valve.

Radio and Navigation: Electronic control units for the infotainment system including Radio, Navigation, Phone, Media Player, CD/DVD player, Parking Aid, Reverse/Peripheral camera systems. Displays and controls for the infotainment system. Antennas for AM/FM/Satellite Radio and GPS including filters/signal amplifiers. Cameras or sensors for reverse/peripheral camera systems and parking aid. Speakers, subwoofers and amplifiers. Multimedia cables and Microphones. All associated wiring and connectors for infotainment components.

Electrical: speedometer and sensors, odometer, tachometer, temperature gauges, horns, windshield wiper motor and associated sensor, windshield washer reservoir, fluid level sensor, high voltage battery including

battery module for A3 e-tron vehicles, 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, side view mirror motors and associated wiring, sun shade motor, air bag sensors and warning lights and associated components, air bags, seat motors and heating elements and their relays.

What is not covered

The following items are not covered under the Audi Certified *plus* Limited Warranty, however this list is not exhaustive. See your Audi service representative for specific items and details.

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 labour 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 which 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 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, tie-rod ends, incandescent bulbs, xenon 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 Canada 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 lack of maintenance: This warranty does not cover damage caused by failure to follow recommended maintenance and use instructions as set forth in the Owner's Manual and the Maintenance Booklet. The owner must present copies of all maintenance performed on their vehicle at the time of service to avoid repairs from being denied.

Damage or malfunctions due to misuse, negligence, alteration such as chip tuning, accident or fire: This warranty does not cover any damage due to improper repair of the vehicle, improper installation of accessories such as alarm systems, performance-enhancing devices, remote starters, other audio components or communications equipment, intentional or unintentional misfueling, use of the vehicle

in competitive events or damage caused by accident or accidental fire. This is not a complete list. Any alterations or installations performed on a vehicle are subject to review by an authorized Audi representative.

Damage caused by the environment: This warranty does not cover damage caused by airborne industrial pollutants such as acid rain, bird droppings, stones, floodwater, windstorms and other similar occurrences.

Cost of maintenance services: This warranty does not cover the cost of any maintenance services. Such services may be covered under the remainder of the original Limited New Vehicle Warranty, which varies by vehicle.

Goodwill consideration: The Audi Certified Pre-Owned program does not have a separate goodwill policy. Please see your Audi dealer for complete details.

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 Canada 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 Roadside Assistance benefits for coverage regarding transportation and lodging. Some provinces 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 which vary from province to province.

Warrantor: This warranty is issued by Audi Canada for vehicles registered in Canada. This warranty does not apply to Audi vehicles, or parts and accessories, not imported or distributed by Audi into Canada.

Additional warranty information may be obtained by calling 1-800-822-2834.

Audi Roadside Assistance

You will receive your membership information in the mail shortly following the delivery of your vehicle. The Audi Roadside Assistance program offers the following services:

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

Call the Roadside Assistance Centre:
1-800-411-9988

To obtain service you must provide the following information:

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

Plus much more

Trip interruption benefits: If your registered Audi is disabled because of a mechanical breakdown over 160 kilometres from your residence address, you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Trip interruption coverage is limited to a maximum of \$500 per disablement/incident (A8/S8, R8 trip interruption is \$1,000 per disablement/incident). Reference your membership kit for benefit details. It is required that you contact your Roadside Assistance Centre to obtain a preauthorization number and reimbursement instructions.

Audi Genuine Accessories: From bike racks, to running boards, to dynamic alloy wheels, Audi Genuine Accessories add distinction and versatility to your vehicle. Visit your local Audi dealer to see the entire range of accessories for your vehicle.

audi.ca/accessories



Audi Certified :plus Warranty Card

Vehicle Identification Number (VIN)

Original In-Service Date

M

M

D

D

Y

Y

Certified :plus Vehicle Purchase Kilometres

Certified :plus Vehicle Purchase Date

M

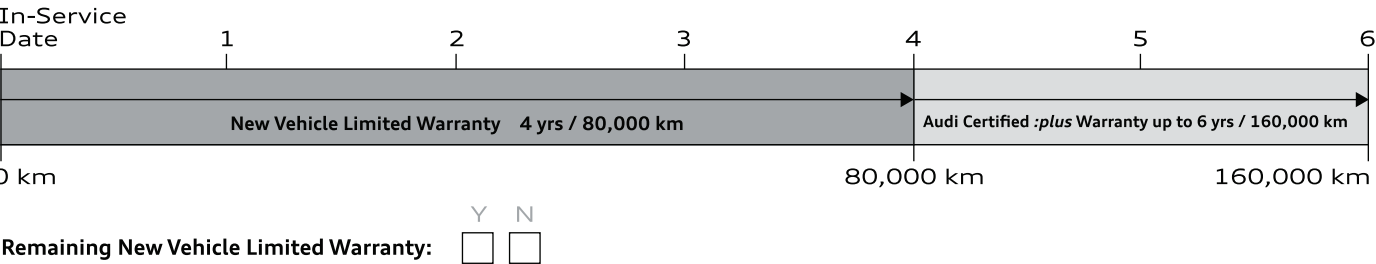
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Audi Brand Specialist Signature

Audi Owner Signature

If there is remaining coverage from the Audi New Vehicle Limited Warranty at the time of Audi Certified :plus vehicle purchase, the Audi New Vehicle Limited Warranty provides coverage on the Audi Certified :plus vehicle until its expiration either 4 years from the original in-service date or at 80,000 kilometres, whichever occurs first. When the New Vehicle Limited Warranty on your Audi Certified :plus vehicle expires, the Audi Certified :plus Limited Warranty becomes effective and provides coverage for up to a maximum of 6 years from the original in-service date or 160,000 total vehicle kilometres, whichever occurs first. If the Audi New Vehicle Limited Warranty has expired at the time of Certified :plus vehicle purchase, the Audi Certified :plus Limited Warranty provides coverage from the Certified :plus vehicle purchase date for a maximum of 160,000 total vehicle kilometres or 6 years from the vehicle's original in-service date, whichever occurs first.

Attention Owners

Subject to the restrictions and conditions contained above under the subheading “Transferability of Warranty”, you may transfer the Audi Certified :plus Limited Warranty while it is in force to an entity or other person to whom you sell or otherwise transfer your Certified :plus vehicle. The remaining warranty may add

value to the vehicle and should be mentioned at the time of sale or other transfer.

Such transfer will not be effective unless and until we receive, at the address set opposite, payment in the amount of \$150 plus applicable G.S.T. and P.S.T. or H.S.T., together with a duly completed Transfer

Certificate in the form below. This transfer fee is not payable by owners or lessees who are residents of Québec or Nova Scotia.

**Audi Certified :plus Warranty Dept.
777 Bayly Street West
Ajax, Ontario L1S 7G7
Canada**

Audi Certified :plus Limited Warranty Transfer Certificate Form

Vehicle Identification Number (VIN)

Actual Kilometres at Sale

M

M

D

D

Y

Y

Transfer Date

E

F

Correspondence Language

Mr.|Mrs.|Ms.

New Owner Name (Please Print)

Street

Daytime Phone Number

City

Province

Evening Phone Number

Postal Code

Email

A cheque in the amount of \$150 (plus applicable G.S.T. and P.S.T. or H.S.T.), and made payable to Audi Canada must accompany this form, except for owners or lessees who are residents of the Province of Québec or Nova Scotia.

Audi Vorsprung durch Technik

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Printed in Canada.
ACP-WB-04-017EN

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