

Why you should demand repairs by an Audi Authorized Collision Repair Facility.

- ▶ Eligible customers receive complimentary towing via Audi Roadside Assistance⁵ to one of over 160 Audi Authorized Collision Repair Facilities in the U.S.
- ▶ For vehicles constructed with high-strength steel or steel and aluminum, like a 2017 Q7, take it to an Audi Authorized Hybrid Construction Collision Repair Facility for certified repairs.
- ▶ For vehicles constructed with advanced materials, like the carbon fiber and aluminum in the 2017 R8, take it to an Audi Authorized Ultra Advanced Materials Collision Repair Facility for certified repairs.
- ▶ These facilities have made extensive investments in Audi specified tooling to help ensure that their technical staff has the right tools for all repairs.
- ▶ Audi Genuine Parts are engineered, manufactured and tested to help maintain the original performance and restore the structural integrity of your Audi after repair.
- ▶ A limited warranty covers all Audi Genuine Parts.⁶
- ▶ Audi trained repair technicians use factory-approved procedures that help produce safer repairs and may get you back on the road in less time.
- ▶ Audi Approved Repair Facilities are the only facilities that are factory-authorized to repair Audi ASF[®] aluminum construction.
- ▶ Limited lifetime warranty on paint repairs through OEM paint suppliers.⁷



audiusa.com/help/collision-repair

Audi
Collision Repair



In case of collision:

Know your rights.
Choose your facility.
Demand Audi Genuine Parts.

- 1 Please refer to your local/state laws.
- 2 Contact your insurance professional and review your policy for more information.
- 3 Audi Genuine Parts are available except where prohibited by state law.
- 4 Audi Authorized Collision Repair Facilities are independent businesses not affiliated with Audi of America, Inc.
- 5 Audi Roadside Assistance provided by a third party.
- 6 12 months or 12,000 miles, whichever occurs first. In the event that a replacement part fails within the warranty period, labor costs to replace that part will be covered. See dealer for details.
- 7 See your authorized Audi dealer for details.

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Making it easier for you.

Should your Audi vehicle be damaged in a collision, we want to help ensure that you have access to a repair facility that meets not only our high standards for workmanship, integrity and safety, but your standards as well.

Take a moment to familiarize yourself with this brochure and keep it in your glove box. It reminds you to gather important information at the collision scene, and helps you work with the police and your insurance company. It also advises you to insist on Audi Authorized Collision Repair, and explains why an Audi Authorized Collision Repair Facility is your best choice.

Your rights as a consumer.

Whether you financed the purchase of your Audi or you are leasing it, collision insurance is required. This helps protect you and the finance company by helping to ensure sufficient funds are available to repair the vehicle in case of a collision. Certain consumer rights are included with the purchase of an automotive insurance policy.¹

- ▶ The insurance company must provide you a copy of your policy. Read it carefully to make sure you understand your rights under the terms of the policy.
- ▶ You may cancel or change insurance at any time. You don't have to wait until your policy is up for renewal.²
- ▶ While an insurer may *recommend* a repair facility, you have the right to decide where to have your Audi repaired, unless that right is limited by your insurance policy.²
- ▶ Please have your insurance company contact Audi of America for details on the Audi Authorized Collision Repair Program.
- ▶ Insist that your insurer and repair facility agree to the use of Audi Genuine Parts and Audi approved repair procedures to make all repairs.³
- ▶ **By choosing an Audi Authorized Collision Repair Facility,⁴ you help ensure that the correct parts and procedures are used to repair your Audi.**

In the event of a collision, we suggest the following:

- ▶ No matter how minor the collision, **stop in a safe, well-lit area.**
- ▶ Notify the local police. Ask for an ambulance if necessary.
- ▶ Have your driver's license, registration and insurance information ready when the police arrive.
- ▶ Write down the names and phone numbers of the occupants of any vehicle(s) involved, any witnesses, and, if possible, information on any injured parties.
- ▶ Use your phone's camera or keep a camera in your glove box to document the vehicles and the scene.
- ▶ If necessary, contact Audi Roadside Assistance at one of the numbers below, and have your vehicle towed to your Audi Authorized Collision Repair Facility.
- ▶ Notify your insurance company.

You have the right to decide where your vehicle will be repaired, unless that right is limited by your insurance policy.

Contact your local Audi dealership for the nearest Audi Authorized Collision Repair Facility, or contact:

**Audi Customer Experience Center:
1.800.822.AUDI (2834)**

**Audi Roadside Assistance:
1.800.411.9988
1.866.478.3456 (for A8, S8 and R8 owners)**

All phone numbers are staffed 24 hours a day for your convenience.



Collision Report Form

Other Driver's Name _____

Address _____

City _____ State/Province _____

ZIP/Postal Code _____ Phone _____

Insurance Company _____

Policy Number _____

Driver's License Number _____

State/Province _____ Expiration Date _____

Vehicle Year & Make _____

Body Type _____

Vehicle License Plate # _____

State/Province _____

Time (AM/PM-Dusk-Dark) _____

Date _____ Location _____

Weather Conditions _____

Description of Collision _____

Occupants

Name _____

Phone _____

Name _____

Phone _____

Witnesses

Name _____

Phone _____

Name _____

Phone _____