



Audi Service

Audi 24-Hour Roadside Assistance Guide



Dear Audi Owner,

As a proud new owner of an Audi vehicle, you are entitled to exclusive ownership privileges that are designed to help provide you with peace of mind around the clock. This comprehensive program of emergency roadside and related services is available to you 24 hours a day, 365 days a year, both in the United States and Puerto Rico.

Audi 24-Hour Roadside Assistance combines a team of qualified, dedicated Audi customer service professionals with a comprehensive nationwide towing network to bring you world-class assistance when you need it most. The far-reaching benefits detailed in this booklet are provided to you as part of the Audi New Vehicle Limited Warranty.¹

Please read this booklet to fully understand how the Audi 24-Hour Roadside Assistance² program can assist you should you find yourself in need of Audi Roadside Assistance.

Important Roadside Tools

In the event of a roadside situation, your vehicle comes equipped with the tools needed to help perform various roadside services. Your Audi Roadside Assistance provider is trained in the location and use of these tools.

Note: Always reference your owner's manual for specific information on the location and instructions for the use of each of these items.

**For immediate assistance in the U.S. and Puerto Rico,
call Audi 24-Hour Roadside Assistance toll-free:**

1.800.411.9988

¹ See dealer or owner's literature for limited warranty details.

² Roadside Assistance provided by a third party.

Audi 24-Hour Roadside Assistance

The Audi 24-Hour Roadside Assistance program is one of the most comprehensive owner privileges Audi offers. The program offers services for these events:

► Disablement

Unforeseen circumstances can be part of road travel. That's why you can count on Audi 24-Hour Roadside Assistance for the following:

- Emergency towing
- Battery jump-start
- Flat tire service
- Lock-out service
- Fuel delivery service
- Emergency extrication service
- Trip interruption coverage

► Collision

In the event of a collision, Audi 24-Hour Roadside Assistance includes towing directly to the nearest Audi Authorized Collision Repair Facility or Audi Space Frame Repair Facility.

Note: Audi Authorized Collision Repair Facilities have the equipment required to repair the unique specifications of Audi vehicles. In addition, the technicians are certified and the facilities use Audi Genuine Parts for repairs. To help ensure proper and safe collision repair of your Audi vehicle, the work should be performed at only these facilities.

Coverage Eligibility

All new Audi passenger vehicles sold in the United States and Puerto Rico qualify for coverage. Eligible coverage for all new Audi vehicles is for four years from the date of delivery, or the Audi New Vehicle Limited Warranty¹ start date, whichever occurs first.

Obtaining Service

To obtain any of the services and/or benefits listed in this booklet, just call toll-free to reach a dedicated Audi customer service professional to assist you: **1.800.411.9988**.

Information Required to Provide Service:

To help serve you better, please have the following information ready *before* you call:

1. Your **Vehicle Identification Number (VIN)**, which is located on your registration documents or in other locations within your vehicle (see below):
 - ▶ Driver's side dash panel
 - ▶ Registration
 - ▶ Insurance papers
 - ▶ In your Audi MMI® system under the CAR function button (if equipped)
2. Year, model, color and license plate number of the vehicle.
3. The telephone number from which you are calling or a telephone number where you can be reached.
4. Exact location of your vehicle (street address and nearest intersection).
5. Type of service required, or a brief description of the problem.

In the unlikely event that Audi 24-Hour Roadside Assistance is unable to provide assistance in the geographical area where your Audi vehicle is disabled, please follow the instructions outlined in "Arranging Your Own Assistance" (see page 4). You will be reimbursed for your out-of-pocket expenses up to a maximum of \$200 for each disablement.

Emergency Roadside Services

When you call for emergency roadside service, one or more of the following, as needed, can be provided to you:

1. Emergency Towing

If your vehicle becomes disabled due to a mechanical breakdown, complimentary towing will be provided to the nearest authorized Audi dealership or authorized Audi service facility. For Audi A3 e-tron® vehicles, towing will be to the nearest e-tron or hybrid certified dealer as applicable.

Note: For security reasons, towing service will not be provided to an unattended vehicle—a licensed driver must accompany the vehicle at the time of service.

2. Collision

In the event of a collision, Audi 24-Hour Roadside Assistance includes towing directly to the nearest Audi Authorized Collision Repair Facility or Audi Space Frame Repair Facility.

3. Battery Jump-Start

A service operator will be dispatched to provide a jump-start. If your vehicle cannot be driven safely, towing services will be provided (see "Emergency Towing").

4. Flat Tire Service

If your vehicle has a flat tire, a service operator will attempt to remove it and install a spare tire. If you don't have a properly inflated spare tire, or if the spare is not safely operable, towing service will be provided per the previously mentioned towing parameters. Mounting or dismounting special traction devices such as chains, or repairing a flat tire, are not covered under this program. For vehicles with a tire inflator kit (TIK), you have the option to receive a tow service, or assistance with use of the TIK with a follow-up tow if the TIK doesn't work.

5. Emergency Fuel Service

If you happen to run out of fuel, an emergency supply of fuel will be delivered to get you on your way. Both the delivery service and the emergency supply of fuel are complimentary.

Note: Emergency fuel delivery service is limited to five times per year.

6. Lock-Out Service

If your keys are locked *inside* your vehicle, Audi 24-Hour Roadside Assistance will assist in getting you back on the road.

Note: If you have lost your keys, contact your authorized Audi dealer immediately for further assistance.

At your request, a service operator may be dispatched in an attempt to gain entry into your vehicle to retrieve your keys.

However, you are solely responsible for any loss or damage resulting from this entry attempt. If access into your vehicle is unsuccessful, it will be towed to the nearest authorized Audi dealership to gain entry. The cost for parts and/or labor to produce replacement keys is not included in this service.

Note: To provide added security for the vehicle owner, registration papers and personal photo identification may be requested at the scene.

7. Emergency Extrication Service

Audi 24-Hour Roadside Assistance will cover the cost of extricating your vehicle from any ditch, mud, sand or snow, provided it has become disabled in an area immediately adjacent to a regularly traveled road that can be serviced with standard automobile servicing equipment.

8. Audi Assist

If you are located in close proximity to an Audi dealership that is participating in the Audi Assist light service program, an Audi Assist service vehicle may be dispatched directly from the dealership for jump-starts, tire changes and fuel delivery.

Arranging Your Own Assistance

It is crucial that you call Audi 24-Hour Roadside Assistance at **1.800.411.9988** for all Audi Roadside Assistance.

However, in the event service cannot be dispatched to your location or you are located on a state-restricted roadway, you can be reimbursed for your out-of-pocket expenses up to a maximum of \$200 for each disablement.

Note: Always refer to your owner's manual for proper towing instructions and requirements.

To Arrange Your Own Assistance:

1. Obtain an authorization number by contacting the Audi 24-Hour Roadside Assistance Center at **1.800.411.9988**.
2. Arrange your own local roadside or towing assistance.
3. Pay the local service provider or facility for services rendered and obtain an itemized receipt indicating the amount paid, the date, VIN and the name of the service provider.
4. Submit the original receipt for services provided, and your authorization number, within 30 days of disablement.

Reimbursement Instructions

For detailed information and instructions for reimbursement consideration, please call the Audi 24-Hour Roadside Assistance Center at: **1.800.411.9988**. This must be done within 72 hours of disablement.

What Your Disablement Coverage Includes

1. Towing your Audi vehicle to the nearest Audi dealer or authorized Audi service facility or, in the event of a collision, towing directly to an Audi Authorized Collision Repair Facility or Audi Space Frame Repair Facility.
2. Roadside service (labor performed at disablement site), which includes: battery jump-start, changing flat tire with spare, lock-out service and extrication (see pages 2-3).
3. Service calls for the emergency delivery of fuel to get you back on your way.
4. Tire inflation kit (TIK) assistance and AdBlue® fluid delivery.

What Your Disablement Coverage Does Not Include

Unless otherwise specified, the Audi 24-Hour Roadside Assistance program does not include coverage for:

1. The cost of transporting a vehicle from Puerto Rico, Hawaii or Alaska to the U.S. mainland.
2. Towing a vehicle from an authorized Audi dealer/facility capable of providing the necessary repairs during the facility's normal hours of operation to another Audi dealer/facility.
3. More than one service call per disablement.
4. Delivery of a battery or the cleaning of battery cables.
5. The cost of any parts, labor (other than the "Emergency Roadside Services" outlined on pages 2-3), supplies or materials.
6. Service to unattended vehicles. (A licensed driver must be present when service is being provided.)
7. Fines or impound towing charges due to a violation of local laws.
8. Towing other than by a licensed service operator, including a private citizen's assistance.
9. Services outside the 50 United States and Puerto Rico.

10. Shoveling snow to free or access a snowbound vehicle.
11. Installation of snow tires, tire chains, etc.
12. Transporting you to your disabled vehicle or to your home after the service has been rendered, or transporting your vehicle back to you following repairs.
13. Service to any vehicle willfully driven into non-regularly traveled areas such as open fields, construction sites, beaches, mud-filled driveways, vacant lots, or any other area that is inaccessible or hazardous for the service operator's vehicle to reach.
14. Towing and road services applicable to insurance claims such as vandalism, fire or flooding.
15. Replacement of wheel lock key due to loss or damage.

Other Services and Benefits

Trip Interruption Benefits and Information

If your Audi vehicle (owned or leased) is disabled because of a mechanical breakdown over 100 miles from your residential address (and the repair is covered under your Audi New Vehicle Limited Warranty¹), you may be reimbursed for trip interruption expenses if your vehicle cannot be made safely operable the same day. Your coverage includes reimbursement for:

- ▶ Lodging up to \$200 per day
- ▶ Meals up to \$200 per day
- ▶ Alternate transportation up to \$200 per day

Trip interruption coverage is limited to reasonable expenses up to a maximum of \$1,000 per disablement/incident, including all taxes and surcharges. The service is designed to assist you with some of the unplanned expenses you may incur while waiting for your vehicle to be repaired.

Note: Authorization for trip interruption reimbursement by Audi 24-Hour Roadside Assistance is required.

Trip Interruption Reimbursement Instructions

1. Contact the Audi 24-Hour Roadside Assistance Center at **1.800.411.9988** to obtain an authorization number and detailed information and instructions for reimbursement consideration. This must be done within 72 hours of disablement.
2. Save itemized expense receipts, such as for lodging, meals and car rental.
3. Save vehicle repair invoices/repair orders.

General Information

Limitation of Liability

Audi 24-Hour Roadside Assistance provides emergency 24-hour roadside assistance services through a comprehensive network of independent service operators. Audi and/or Audi 24-Hour Roadside Assistance does not assume liability for any loss or damage resulting from the rendering of such service. All claim inquiries for damage resulting from roadside assistance services must be submitted to the Roadside Assistance vendor within 30 days.

We encourage you to personally perform an inspection and note any existing damage to the exterior and undercarriage (where visible) of your vehicle before, during and after your vehicle is loaded onto the vendor's equipment.

Cancellation of Coverage

Audi and/or Audi 24-Hour Roadside Assistance may cancel coverage on your Audi vehicle at any time by written notice. There is no refund available to you in the event of cancellation.

Currency

All amounts referred to herein will be paid in U.S. dollars.

Changes in Coverage

The services, policies and procedures described in this booklet are subject to change without notice.

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