

Your guide to Audi Complete

Welcome

Welcome to Audi Complete. In this guide, we explain how your plan works, what to do when your car needs servicing or is in need of maintenance and how to contact us.

Contents

Peace of mind motoring for you	4
Looking after your Audi	5
Using your Audi Complete plan	6
Audi Complete in detail	7
What you are responsible for	8
Tread safely with your tyres	9
How we make the Audi difference	10
Useful contacts	11
Audi Centre details	12



Peace of mind motoring for you

Audi Complete delivers peace of mind motoring. We developed your individual plan to take complete care of your car throughout the first three years of ownership plus a 5-year warranty.

It is a convenient way to ensure your car stays in the best condition and is carefully looked after by our trained technicians who work to an agreed set of service standards (see page 10 for details) using Audi Genuine Parts®.

We have tailored your individual plan to meet your needs so you enjoy owning your Audi with the assurance that we will personally take care of your car for you.

Flexible and transferable

Audi Complete is flexible and can transfer with your car to a new owner if you sell your car during the contract term. The fully documented Audi service history you receive with your plan makes your car even more desirable if you choose to part exchange or sell it.

Here to help you

We're here to help you if you have any questions. Please contact your local Audi Centre or our Customer Service Centre on 0870 01 02 007 (see page 11 for all our contact details).

Looking after your Audi

A few simple checks by you between regular services will help keep your car running smoothly. If anything needs looking at, the sooner you tell us the easier it will be to resolve.

It's always important to keep an eye on your tyres. Remember to regularly check tyre pressure, tread depth and their general condition (see page 9 for more details on tread depth).

If your engine oil or coolant levels need topping up, make sure you follow the manufacturer's guidelines on oil refills and the quality of oil you use (your local Audi Centre will be happy to advise you).

Keeping safe on the road is essential, so you should ensure your car is in good condition and roadworthy at all times, including lights and indicators.

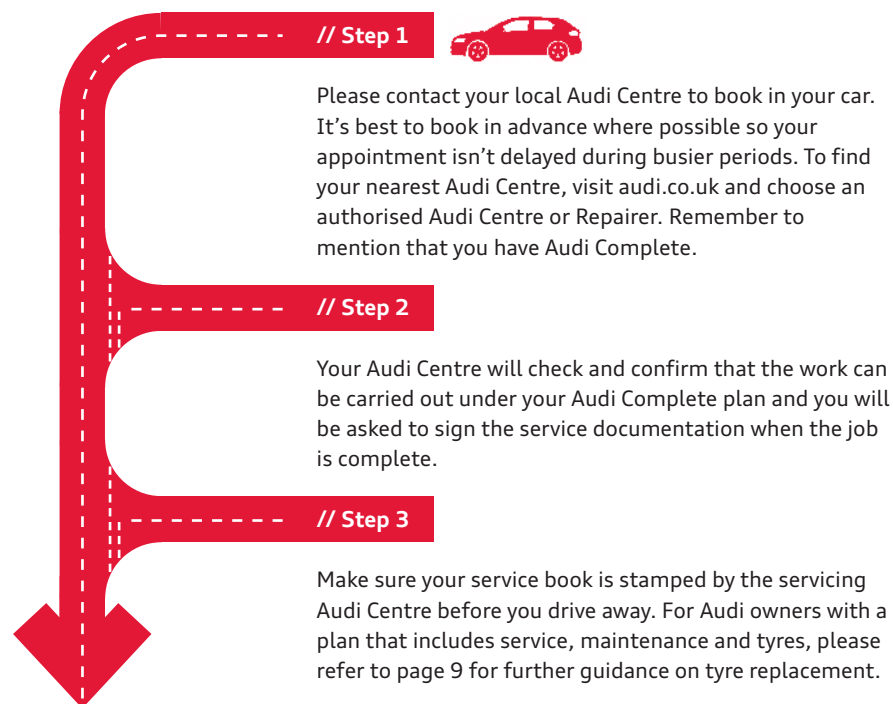
Please remember to book in your car for servicing at the recommended service intervals with an authorised Audi Centre. If it's not convenient for you to do this at your local Centre, then any Centre in our national network will be pleased to help.

As you know, not all costs are covered by Audi Complete (see page 7 for what is included). You will be expected to pay for any damage caused to, or deterioration of, your car other than through fair wear and tear. That's why a few simple checks by you will help keep your Audi in the best condition.



Your step-by-step guide to using Audi Complete

When your car requires a regular service or any maintenance that is covered by the plan, it's easy to arrange:



Useful things to remember

- Book in extra work at the same time

Your Audi Centre will be more than happy to carry out any work you would like done that is not included in your plan at the same time if this is more convenient for you. All you will need to do is pay for the additional work when it has been finished.

- Book your regular services on time

Audi Complete is designed to keep your car running smoothly through a cycle of regular servicing that you have agreed with us. Please note that any services carried out after the contract ends cannot be claimed for afterwards. Similarly, any damage caused to your car by neglecting its service requirements will have to be charged to you.

Audi Complete in detail

This schedule confirms the events that are covered in your plan. For the exact dates and mileages when servicing is due, please consult your local Audi Centre and your service book. If your Audi has its own service reminder system and this tells you that a service is due earlier than expected, please contact us for advice.

What Audi Complete includes	Audi Complete service, maintenance and 5-year warranty	Audi Complete service, maintenance, tyres and 5-year warranty
All routine servicing as appropriate	●	●
All oils and fluids required within the standard service schedule	●	●
Brake fluid change when appropriate	●	●
Brake repairs (including: callipers, cylinders, discs, pads)	●	●
Cooling system repairs (including: coolant, heater components, hoses, radiator, reservoir, sender units, thermostat, water pumps)	●	●
Electrical system (including: alternator, battery, bulbs, central locking, ECU, fuses, instruments, standard alarm, standard immobiliser, starter motor, window regulator, wiper motor, wiring)	●	●
Engine repairs (including: cambelt and tensioner, catalyst, drive belts, exhaust, fuel pump, gaskets, injectors, oil pump, seals, turbo)	●	●
Suspension repairs (including: anti-roll bar, bushes, shock absorbers, springs, wishbones)	●	●
Transmission repairs (including: clutch CV joints, flywheel, gaiters, gearbox, differential, driveshafts, torque converter, wheel bearings)	●	●
Miscellaneous items (maximum one per contract, including: adjustments, air conditioning service, key batteries, MOT, wiper blades/refills)	●	●
Roadside Assistance for the full period of Audi Complete	●	●
5-year/90,000-mile warranty (only applicable if term is 36 months or over)	●	●
Replacement tyres	—	●
Wheel alignment and geometry check (where necessary due to fair wear and tear)	—	●
Valves	—	●
Wheel balance	—	●
Repairable punctures	—	●

If you purchase a service and maintenance or service, maintenance and tyres contract of 36 months or longer a 5-year warranty will be provided by Audi UK. The cost of the warranty will be included in the payments shown in your service and maintenance agreement and collected by Audi Finance on behalf of Audi UK. Your warranty terms will be provided separately.

Areas you are responsible for

Here's a checklist of the things you are responsible for under the terms of your individual plan (your Audi Complete terms and conditions provide full details):

Audi Complete service, maintenance and 5-year warranty plan

- Any repairs not deemed reasonable fair wear and tear
- In-car entertainment, including audio, communications and navigation systems
- Internal and external trim and bodywork
- Any maintenance or repairs to diesel particulate filters
- Tyre replacement or puncture repair.

Audi Complete service, maintenance, tyres and 5-year warranty plan

This includes the same exclusions as above as well as:

- Misuse or vandalism of your tyres
- Wheel alignment as result of damage or negligence
- Accidental damage and irreparable punctures
- Replacement of non-standard tyres including upgrades
- Tyre sealant, repair equipment and tyres that have been repaired using sealant or additives.

Tread safely with your tyres

Although the legal minimum tread depth in the UK is 1.6mm, our standard is 2mm throughout a continuous band that comprises the central three-quarters of the breadth of the tyre and around the entire outer circumference of the tyre. This not only ensures driver safety and comfort but can also improve vehicle grip and road handling, especially in wet weather conditions.

Under the Audi Complete service, maintenance, tyres and 5-year warranty plan we will replace tyres when necessary due to wear and tear. This means that, if required, brand new tyres will be supplied and fitted during the contract period and we will specify an appropriate make, tyre and supplier if necessary.

This cover applies to the standard tyre fitting for your car and we only use premium brand tyres. If you choose any optional upgrades to the standard specification, either when you buy your car or at a later date, then you will be financially responsible for their maintenance and replacement.



How we make the Audi difference

We believe you should expect excellent service every time you make contact with us. To ensure that you receive it, we have an agreed set of service standards. We train every member of our team to ensure that you receive the highest standards of customer service. We want to make sure that you enjoy a consistent, helpful and stress-free experience whenever you're in contact with us.



Service Schedules

We'll make sure you're on the service schedule that's right for you.



Audi-Approved Tyres

We stock and fit a wide range of competitively priced tyres for any Audi.



Free Health Check

We offer a free Health Check – any time – to help ensure your car performs as you would expect.



Free MOT

We offer all loyal Audi drivers a free MOT every year once their car's over three years old*.



Fixed-Price Servicing

For older vehicles, we offer competitive fixed prices for key service and maintenance jobs nationwide.



Direct Reception

Watch your car whilst it's in our workshop, live and close-up.



Warranties

Peace of mind against unexpected repairs for 3, 4 or 5 years, as well as a range of comprehensive Approved Extended Warranties*.



One-Stop Shop

We can provide whatever your Audi needs and it may surprise you to discover that we're often less expensive than our competitors.



Monitoring

We observe your vehicle, mileage and driving style and we'll let you know when key service and maintenance events may be due.



Unique Expertise

We are the experts in Vorsprung durch Technik and we have access to the latest software updates for your Audi.



The Extra Mile

We'll always provide an attentive, personal service. This includes service while you wait and collection and delivery of your Audi.

** Terms and conditions apply.*

Useful contacts

We are dedicated to providing you with the best experience of Audi. This commitment includes keeping in regular contact and being there when you need us.

If you have any questions about Audi Complete or general queries about your car, please phone or email us. You will also find plenty of useful information on our website.

Phone

Your Audi Centre	Check contact information at audi.co.uk
Audi Finance	0870 010 2007 – available 9.00am to 5.00pm, Monday to Saturday (excluding Bank holidays)
Audi Customer Service	0800 699 888 – available between 8.00am and 6.00pm, Monday to Friday and 8.30am to 4.00pm, Saturday
Audi approved tyre supplier	08000 855552
Audi Roadside Assistance	0800 699 999 (open 24 hours)

Email

Your Audi Centre	Check contact information at audi.co.uk
Audi Customer Service	customer.services@audi.co.uk

Online

Visit	www.audi.co.uk/audicomplete
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