



Audi Essential Service - Terms and Conditions

1. Introduction

The services set out in this Audi Essential Service Terms and Conditions are provided by Volkswagen Group Australia Pty Ltd trading as Audi Australia (ABN 14 093 117 876) ("**Audi Australia**") of 895 South Dowling Street, Zetland NSW 2017 and applies to the purchase and operation of Audi Essential Services.

Please read this document carefully. It describes what is included in Audi Essential Services, what is not included (either by reference to the types of issues or services) and consumer's rights which continue to apply under Australian Consumer Law.

There are two Audi Essential Services available for purchase by eligible retail customers, which are set out in this document:

- (a) Audi Essential Service; and
- (b) Audi Essential Service Plus.

2. Definitions

- (a) **Authorised Audi Dealer** means a dealer authorised by Audi Australia to sell new and/or demonstrator or used Audi vehicles, parts and accessories and/or to perform Audi warranty, service and repairs on such vehicles that are participating in offering Audi Essential Services.
- (b) **Audi Essential Service** means the Essential Service which includes genuine Audi engine oil and oil filter replacement; vehicle inspection with digital report made available to the customer; logbook stamp for oil change service; resetting of the service interval display; and 20% discount off the RRP for any additional Audi genuine parts purchased and fitted at the time of the service.
- (c) **Audi Essential Service Plus** means the Essential Service Plus which includes genuine Audi engine oil and oil filter replacement; genuine Audi dust & pollen (cabin) filter; up to 12 months of Audi Roadside Assistance (SIRA) from the date of service; vehicle inspection with digital report made available to the customer; logbook stamp for oil change service and dust and pollen filter; resetting of the service interval display; and 20% discount off the RRP for any additional Audi genuine parts purchased and fitted at the time of the service.
- (d) **Audi Essential Services** means the Audi Essential Service and Audi Essential Service Plus collectively.
- (e) **Australian Consumer Law** means schedule 2 of the *Competition and Consumer Act 2001* (Cth).
- (f) **Digital Service Concept** means vehicles that have their entire service history stored electronically in a secure digital data base.
- (g) **Eligible Vehicle** means any Audi model variant over eight (8) years of age (from the vehicles Warranty Start Date or date of delivery of the vehicle to the original retail customer, whichever is sooner).
- (h) **Exclusion** means an item that is excluded from coverage in the Audi Essential Service and Audi Essential Service Plus.
- (i) **Related Bodies Corporate** has the same meaning as section 50AAA of the *Corporations Act 2001* (Cth).
- (j) **Scheduled Services** means the scheduled services set out within your Audi Service Schedule Booklet, or within your local service schedule which cover the parts, labour and fluids for the service items recommended at each Service Interval by the vehicle manufacturer.
- (k) **Service Interval** means 15,000km or 12 months (whichever occurs first).
- (l) **Service Schedule Booklet** means the booklet that is supplied with an Audi vehicle outlining the instructions on how to use the vehicle.
- (m) **Terms and Conditions** means the terms and conditions set out in this document.
- (n) **Vehicle Inspection** has the meaning given at section four (4) of these Terms and Conditions.
- (o) **Warranty Start Date** means from the date of delivery of the Audi Eligible Vehicle to the original retail customer for new vehicles or date of first registration by the Audi Dealer for demonstrator vehicles.

3. Inclusions

An **Audi Essential Service** will include the following items:

- a genuine Audi engine oil and oil filter replacement;
- detailed Vehicle Inspection with digital report made available to the customer;
- logbook stamp for oil change service;
- resetting of the service interval display; and
- 20% discount off the RRP for any additional Audi genuine parts purchased and fitted at the time of the service.

An **Audi Essential Service Plus** will include the following items:

- a genuine Audi engine oil and oil filter replacement;
- genuine Audi dust & pollen (cabin) filter;
- up to twelve (12) months of Audi Service Initiated Roadside Assistance (**SIRA**) from the date of service.



- detailed Vehicle Inspection with digital report made available to the customer;
- logbook stamp for oil change service and dust and pollen filter;
- resetting of the service interval display; and
- 20% discount off the RRP for any additional Audi genuine parts purchased and fitted at the time of the service.

4. Vehicle Inspections

The Vehicle Inspection conducted on Eligible Vehicles under the Audi Essential Services are limited to the following:

- **Windscreen & Body:** visual check for damage;
- **Windscreen Wipers & Washers:** check function and top-up washers with water;
- **Horn, Seat Belts & Lighting (Interior and Exterior):** check for damage and operation;
- **Battery:** check condition using approved Audi battery tester and provide results in the digital report;
- **Engine including Ancillaries, Cooling and Fuel Systems:** visual check for leaks, levels and damage;
- **Underbody & Exhaust system:** visual check for fitment and damage;
- **Gearbox, Final drive, Steering & Suspension:** check for play, leaks and damage;
- **Wheels & Tyres:** check condition, record tread depth and adjust tyre pressures as necessary;
- **Tyre repair sealant:** check expiry date (if applicable);
- **Brakes:** check condition, brake fluid level and record brake pad thickness;
- **Brake pipes and hoses:** check for leaks and damage;
- **Service interval display:** reset using approved Audi diagnostic tester; and
- **Road Test:** to ensure quality of the service and operations performed.

5. Exclusions

Audi Essential Services only cover what is specified in section three (3) and section (4) of this document and exclude the remaining items which are specified in the standard Audi Scheduled Services in accordance with the Audi Service Schedule Booklet or Audi.com.au for vehicles with a Digital Service Concept.

The following items are also Excluded from Audi Essential Services and in addition to the exclusions listed above:

- tyre rotation and balancing and wheel alignment where required;
- tyres are excluded from the 20% discount off the RRP for any additional Audi genuine parts purchased and fitted at the time of the service;
- repair of accident damage to any body, driveline or chassis components;
- additional maintenance due to modification from the original specification or the use of non-approved parts, fluids or additives;
- normal wear and tear consumable items requiring replacement and parts requiring additional maintenance (including but not limited to clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (including Bi Xeon and LED), fuses, trims, diesel particulate filters, catalytic converters, all belts, water pumps, tyres, satellite navigation updates and all other parts of your vehicle that have been subject to normal wear and tear);
- items or work required as a result of vehicle misuse or abuse or as a result of the vehicle not being driven in accordance with the manufacturer's specifications and guidelines;
- additional parts, fluids and additives not specified in the Audi Scheduled Services;
- adjustments not specified in the Audi Scheduled Services;
- additional maintenance and repairs that may be recommended by your Authorised Audi Dealer to suit your individual driving characteristics;
- service or maintenance of non-genuine Audi parts;
- service, fitment or maintenance of any accessories, including Audi accessories;
- vehicle recovery, towing or other related travel costs; and
- work necessary due to fire, flood, force majeure, war, acts of terrorism or any other cause beyond the reasonable control of Audi Australia.

Note: Participating Authorised Audi Dealers are required to advise you if an Exclusion that requires additional service or maintenance work is necessary. It is their responsibility to inform you prior to that work being undertaken and your written consent should be requested and obtained before the Audi Dealer undertakes the additional service or maintenance work.

6. Your responsibilities

It is your responsibility to ensure that the Eligible Vehicle is presented at a participating Authorised Audi Dealer during



normal working hours for servicing at each Service Interval.

You must also:

- (a) comply with the instructions in the Audi Service Schedule Booklet and take all necessary steps to minimise any vehicle damage in the event of a vehicle defect or failure; and
- (b) maintain, operate and use the vehicle in accordance with the manufacturer's instructions and within the specified operating limitations.

7. Statutory Rights and Liability

These Terms and Conditions do not in any way exclude, restrict, limit or modify those rights or remedies under the Australian Consumer Law.

The carrying out of any work on the Vehicle under any Audi Essential Services may result in the loss of any user generated data electronically stored within the Eligible Vehicle (including data, songs or files stored on the Eligible Vehicle's hard drive). Please ensure that you have made a copy of any such data in an alternative media before delivering the Eligible Vehicle for any work under Audi Essential Services. Audi Australia excludes all liability incurred for any loss or damages arising from or in connection with the loss of electronically stored user generated data.

Audi Australia otherwise excludes or limits all terms, conditions, warranties and guarantees implied by law or statute to the extent that the exclusion or limitation of those terms, conditions, warranties and guarantees is permitted by law or statute and would not cause this provision to be void or unenforceable.

These Terms and Conditions may be amended from time to time. Amendments will be published on the Audi website accessible at www.audi.com.au and will take effect immediately on publication.

8. Privacy Collection Statement

By accepting the services and benefits set out in these Terms and Conditions, you agree to your personal information being used and disclosed for the purpose of providing the Audi Essential Services, sending service reminders as well as providing information about other products or services offered by Audi Australia, its Related Bodies Corporate and Authorised Audi Dealers.

Audi's privacy policy is available at https://www.audi.com.au/au/web/en/privacy_policy.html and explains how you can access and correct your personal information, how you can make a complaint and how Audi deals with privacy complaints.

9. Further Information

For further information, please contact your participating Authorised Audi Dealer or Audi Customer Assistance on 1800 502 834.

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