2024 electric models

USA Warranty & Maintenance

2024 electric models
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English USA 02.2023
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www.audi.com

Audi Vorsprung durch Technik

Model Applicability

Q4 e-tron®
Q4 Sportback e-tron®
Q8 e-tron® / Sportback e-tron®
SQ8 e-tron® / Sportback e-tron®
e-tron® GT
RS e-tron® GT

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Texts and specifications in this manual are based on information and knowledge available at the time of printing. Specifications are subject to change without notice. Contact your Audi dealer for more information, including information about any changes to the service intervals for your Audi vehicle.

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Welcome to Audi

Your Ownership Experience

Audi is committed to making your ownership experience satisfying, pleasant, and trouble-free. This booklet serves as a guide to inform you of the maintenance intervals as well as the complimentary services, warranties, and other benefits Audi extends to you.

Pre-delivery inspection

Prior to delivery, your Audi dealer completed an extensive and detailed inspection of your vehicle. At delivery, you were provided with an owner's literature package, an introduction to the Service Department, and a full demonstration of vehicle features. These services were performed to ensure your vehicle meets Audi's high-quality standards.

24-Hour Roadside Assistance

As an Audi owner, you are provided with the protection of a 24-Hour Roadside Assistance Program when you travel within the United States and Puerto Rico. It is available 24 hours a day, 365 days a year, and continues for 4 years from your vehicle's in-service date, regardless of mileage. Please see "The Audi 24-Hour Roadside Assistance Program" section of this booklet for additional information.

Warranty package

Audi provides New Vehicle Limited Warranty coverage for your vehicle. The warranty duration is 4 years or 50,000 miles from your vehicle's in-service date, whichever occurs first, and covers defects in manufacturer's material and workmanship.

The Audi e-tron® high voltage battery and battery module are covered for a period of 8 years or 100,000 miles and 70% **SOH** (State of Health) from the in-service date, whichever occurs first.

A Corrosion Perforation Warranty is part of your warranty coverage and extends for a period of 12 years regardless of mileage.

Customer satisfaction and assistance

If you have questions or concerns about your vehicle or service, discuss them first with management personnel at your Audi dealer. In the event your dealership does not respond to your satisfaction, Audi offers additional assistance.

You may contact the Audi Customer Experience Center via telephone or mail as well as email, chat, Twitter, and Facebook (please see ⇨*page 3, Customer Satisfaction and Assistance* section in this booklet for contact information). A Customer Advocate, in conjunction with your Audi dealer, will work with you to gather and review all the facts relating to your concern. When the review is complete, the Advocate will let you know what further action, if any, will be taken.

Complete details of the Customer Satisfaction and Assistance programs are included in this booklet.

General Owner Responsibilities

As you take delivery of your new Audi

As you take delivery of your new Audi, it is important for you to be aware of things you can do, which will help make owning an Audi as satisfying as driving one.

Owner's Manual

Please become familiar with the information in your Owner's Manual. The manual details procedures for proper vehicle operation, and offers helpful tips for maintenance and care which can extend the life of parts such as the convertible top, battery, and trim items.

Maintenance services

With proper maintenance and care, your Audi will continue to provide you with a dependable and safe driving experience. The Maintenance section of this booklet contains Audi's recommended service intervals as well as other important information you need to know to care for your Audi properly. It is important that you retain the original copy of this booklet and always ensure that ▶

your Audi dealer completes and stamps the corresponding maintenance interval box when a service is performed.

In all circumstances, it is important you retain completed documents with details of maintenance services, as they may be required for warranty coverage in special situations. All maintenance records should be given to the new owner if your vehicle is sold.

Although Audi will not deny a warranty claim based solely on inadequate maintenance records, the failure to produce maintenance records can be a factor in denying warranty coverage if the vehicle has not been properly maintained.

Replacement parts

To maintain the superior quality built into your vehicle, and to ensure optimum performance, Audi recommends you use only Audi Genuine Parts when you replace a part on your vehicle. Audi Genuine Parts are designed specifically to fit your vehicle and manufactured to the highest standard for reliability and durability. Your warranty coverage does not depend upon the use of any particular brand of replacement part; however, replacement parts that are not Audi Genuine Parts, or any damage or return failures resulting from the use of those parts, are not covered by any Audi warranty.

Warranty coverage

Audi's confidence in its vehicles is demonstrated by the extensive warranty package provided for you. We recommend you read the full warranty information printed in this booklet. To obtain service under this warranty the vehicle must be brought upon discovery of a defect in manufacturer's material or workmanship to an Audi dealer in the United States, including its territories, during normal business hours.

Audi e-tron® Warranty coverage

Specialized tools, equipment, and technical training are necessary to properly perform repairs and services to the Audi e-tron® high voltage system. Therefore, to ensure that Audi e-tron high voltage component repairs and services are performed properly, all warranty repair and service work on high voltage components must be performed by a certified technician at an Audi e-tron dealer. Audi warranties do not cover the cost of repairs or services on high voltage components performed by a non-certified e-tron technician or facility that is not a certified e-tron dealer, and, Audi warranties do not cover any damage, defect, symptom, or condition resulting from repairs or services performed by a non-certified e-tron technician at a non-Audi e-tron dealer. To locate an Audi e-tron dealer near you, please refer to http://www.audiusa.com or contact the Audi Customer Experience Center at: **1 (844) 573-8766**

Customer Satisfaction and Assistance

Quality, dependability, and peace of mind

We are dedicated to ensuring that you enjoy exceptional quality, dependability, and peace of mind throughout your ownership experience, and your Audi dealer should be able to answer any questions regarding the service and operation of your Audi. Your satisfaction with our product and the service provided by your Audi dealer is of great importance to us.

If you have a question about the service you have received or a situation arises that you believe has not been addressed to your satisfaction, we recommend you contact your Audi dealer.

Audi dealer assistance

Please discuss your question with the service personnel or management at your Audi dealer. If necessary, ask the dealership owner or general manager for assistance. Your Audi dealer is closest to the situation and is in the best position to quickly resolve any concerns you may have.

Audi corporate assistance

In most cases, a satisfactory solution can be reached through your Audi dealer. However, if your concern has still not been addressed to your satisfaction, please contact the Audi Customer Experience Center at:

Tel.: **1 (844) 573-8766** ▶

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You may also write to us at:

Audi of America, Inc.
Audi Customer Experience Center
3800 Hamlin Road
Auburn Hills, MI 48326

Email Audi Customer Experience Center at:

Auditalk@audi.com

When you call, write, Facebook, Twitter, chat or email:

Please provide the following information:

– Your name, address, and telephone number
– Vehicle Identification Number (VIN)
– Vehicle delivery date and mileage
– Dealer's name and location
– Nature of concern or problem
– Copies of all repair orders (if you are writing to us)

An Audi Customer Experience Advocate, in conjunction with your Audi dealer, will work with you to gather and carefully review all facts relating to your request for assistance. When the review is complete, the Customer Advocate will inform you of any assistance that Audi will be able to provide.

To further demonstrate our commitment to our customers' satisfaction, there may be an occasion when Audi may adjust its policy to pay for specific repairs that are no longer covered by warranty, or it may be necessary to communicate other important information to you. If that occurs, we will notify you by mail. Therefore, it is important that if you change your address or if you purchase your Audi from a previous owner, please reach out to the Audi Customer Experience Center. Please refer to the ⇨ *page 3, Customer Satisfaction and Assistance* section of this book.

In the event you believe your Audi dealer or your Customer Advocate has been unable to satisfactorily address your concern, Audi offers additional assistance through BBB AUTO LINE. BBB AUTO LINE is a dispute resolution program administered by the Council of Better Business Bureaus. For information about BBB AUTO LINE and state-specific consumer protection laws, please see "Consumer Protection Information" in this booklet.

The Audi 24-Hour Roadside Assistance Program

The Audi 24-Hour Roadside Assistance Program is your assurance that help will be there should your Audi become disabled due to a mechanical breakdown under normal[1)] driving conditions or in the event of a collision.

Audi 24-Hour Roadside Assistance
1 (800) 411-9988

Please have your Vehicle Identification Number (VIN) ready to provide to the Roadside Customer Service Professional. The VIN can be found on the driver's side of the dashboard visible through the windshield, on your vehicle registration/insurance papers, or in your Audi MMI system **(if equipped)** under the menu: **Car** -> **Vehicle**- > **Settings & Service**- > **Vehicle Information** . 24-Hour Roadside Assistance is available to you for the **first four years unlimited mileage of your new vehicle ownership.**[1)2)] ▶

1) Coverage does not include service to any vehicle willfully driven into non-regularly traveled areas including, but not limited to, open fields, construction sites, beaches, mud-filled driveways, vacant lots, or any other area that is inaccessible or hazardous for the Roadside Assistance Service Operator's vehicle to reach.

2) Eligible coverage for new Audi vehicles is four years from the date of delivery, or the Audi New Vehicle Limited Warranty start date, whichever occurs first.

The Audi 24-Hour Roadside Assistance Program includes the following emergency roadside services: Emergency towing (disablement or collision), flat tire change, out-of-charge service, lock-out service, and extrication/winch service.[1)]

Other services and benefits include trip interruption benefits throughout the United States and Puerto Rico.

Please refer to your Audi 24-Hour Roadside Assistance Guide for more specific details on the services provided by the Audi 24-Hour Roadside Assistance Program.

In the event of a collision, the following suggestions may assist you

– Stop in a safe, well-lit area (no matter how minor the accident).
– 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 numbers of any witnesses and information of anyone who may have been injured.
– Use your phone’s camera or keep a camera in your glove box to help document the vehicles and the scene.

If necessary, contact Audi 24-Hour Roadside Assistance at **1 (800) 411-9988** to have your vehicle towed to your nearest Audi Authorized Collision Repair Facility.

For assistance in locating the nearest Audi Authorized Collision Repair Facility, please contact the Audi Customer Experience Center at: **1 (844) 573-8766**. or **https://www.audiusa.com/myaudi/service/collision**

Audi e-tron® body and space frame repairs

The aluminum / steel design and construction of your Audi e-tron® demands that repairs to the body and space frame, which become necessary as a result of collision or other damage, be performed at an Audi approved Hybrid Materials Construction or Ultra Advanced Light Weight Materials Collision Repair Facility that is authorized by Audi to perform these repairs. While you may elect to take the vehicle to a non-approved Audi repair facility at your own expense, Audi will not accept liability for any damages or incorrect repairs, including corrosion, resulting from steel / aluminum body repairs that are not performed in accordance with Audi-specified procedures. The repair of Audi vehicles containing certain advanced materials including: Steel/Aluminum (Hybrid construction) requires advanced training and special tools. Improper repair can lead to issues including structural integrity problems in the vehicle. Therefore, certain spare parts will only be available to authorized Audi collision repair facilities. Such parts include but are not limited to those related in any way to the structural integrity of the vehicle. Accordingly, certain repairs must be undertaken at authorized Audi collision repair facilities, as spare parts will not be available to non-Audi certified body shops.

1) When a hybrid or e-tron® vehicle experiences a mechanical breakdown, they must be towed to the nearest certified Audi Hybrid or Audi e-tron dealership respectively. These dealers are equipped to address any concerns that may be present with the vehicle.

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Consumer Protection Information

Independent Dispute Resolution Program

Audi participates in BBB AUTO LINE, an arbitration program administered by the Better Business Bureaus National Programs (1676 International Dr Suite 550, McLean, VA 22102).

If you have a problem arising under any Audi written warranty, and your Audi dealer or Audi Customer Advocate has been unable to satisfactorily address your concern, you may file a claim with BBB AUTO LINE. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other Federal law. Depending on individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law. The BBB AUTO LINE program is free of charge to you, but there are some vehicle age and mileage limitations, so please call BBB AUTO LINE for more details.

Tel.: **1 (800) 955-5100**

If you call the BBB AUTO LINE, please be prepared to provide the following information:

– Your name and address
– The Vehicle Identification Number (VIN)
– The make, model, and model year of your vehicle
– The delivery date and current mileage of your vehicle
– A description of the concern with your vehicle

The BBB AUTO LINE is an arbitration program. However, the staff will facilitate negotiations between the parties in an effort to bring your claim to a mutually acceptable resolution. If you do not agree with the solution, you may request an arbitration hearing.

Arbitration is a process by which an impartial person makes a decision on your claim. The arbitrators are not connected with the automobile industry and serve on a voluntary basis. You may attend the hearing in person, bring witnesses, and give supporting evidence. Instead of appearing in person, you may request a written or even a telephone arbitration hearing. Audi's independent dispute resolution program will obtain a final resolution of your claim. You then have the opportunity to accept or reject the decision.

– If you accept the decision, the manufacturer will be bound by the decision and will be required to fulfill its obligation within the timeframe specified by the arbitrator.
– If you reject the decision, you are free to pursue other legal remedies available under state or Federal law, and the manufacturer will not be required to comply with any part of the decision.

Please refer to the program materials for Audi's independent dispute resolution program for the specific steps and timeframes followed by the program.

Collection of Personal Information

In order to provide you this warranty, your Audi dealer and Audi will need to collect, store, use and disclose certain information about you including information that may specifically identify you or your vehicle or that may include other information about you including, for example, when you register for, purchase or use products or services including a new or used vehicle.

For more information regarding how your Audi dealer may use your personal information, you can visit its website. For information regarding how Audi collects and uses personal information, visit our website at:

audiusa.com/privacy

State-Specific Lemon Laws

Local laws

Each state has enacted warranty enforcement laws (commonly referred to as “lemon laws”) that permit owners to obtain a replacement vehicle or a refund of the purchase price under certain circumstances. Although the provisions of these laws vary from state to state, their intent is to provide owners with certain rights if they experience significant service-related difficulties with their new vehicle.

IMPORTANT NOTICE: To the extent allowed by each state’s law, Audi requires that the owner first send written notification to Audi explaining the nonconformity that the owner has experienced with the vehicle, and to allow Audi the opportunity to make any needed repairs before the owner pursues other remedies provided by that state’s law (in all other states where not specifically required by state law, Audi requests that the owner provide the written notification). The owner should send written notification to:

Audi of America, Inc.
Customer Resolution & Retention
3800 Hamlin Road
Auburn Hills, MI 48326

IMPORTANT NOTICE: Depending on the state’s law, the owner may also be required to submit their complaint to Audi’s independent dispute resolution program before seeking other remedies. Please refer to the information under the title ⇨ *page 6, Independent Dispute Resolution Program*in this booklet for more information about Audi’s independent dispute resolution program.

Because each state has enacted specific provisions as part of its lemon law, owners are advised to research and follow the laws in their state.

NOTICE TO CALIFORNIA PURCHASERS

Audi participates in BBB AUTO LINE, an arbitration program administered by the Better Business Bureaus National Programs (1676 International Dr Suite 550, McLean, VA 22102). BBB AUTO LINE and Audi have been certified by the Arbitration Certification Program of the California Department of Consumer Affairs.

If you have a problem arising under an Audi written warranty, we request that you bring it to our attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. Claims must be filed with BBB AUTO LINE within six (6) months after the expiration of the warranty.

To file a claim with BBB AUTO LINE, call:

Tel.: **1 (800) 955-5100**

There is no charge for the call.

In order to file a claim with BBB AUTO LINE, you will have to provide your name and address, the brand name and vehicle identification number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of Audi or one of our Audi dealers, and a statement of the relief you are seeking.

BBB AUTO LINE staff may try to help resolve your dispute. If they are not successful or if you are not satisfied, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact Audi about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by BBB AUTO LINE.

You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other Federal law. Depending on ▶

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individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law.

California Civil Code Section 1793.2(d) requires that, if Audi or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, Audi may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that Audi has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

– The same nonconformity (a failure to conform to the written warranty that substantially impairs the use, value, or safety of the vehicle) results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by Audi or its agents AND the buyer or lessee has directly notified Audi of the need for the repair of the nonconformity; OR
– The same nonconformity has been subject to repair 4 or more times by Audi or its agents AND the buyer has directly notified Audi of the need for the repair of the nonconformity ; OR
– The vehicle is out of service by reason of the repair of nonconformities by Audi or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

NOTICE TO AUDI AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:

Audi of America, Inc.
Customer Resolution & Retention
3800 Hamlin Road
Auburn Hills, MI 48326

The following remedies may be sought in BBB AUTO LINE: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle, and compensation for damages and remedies available under Audi's written warranty or applicable law.

The following remedies may not be sought in BBB AUTO LINE: punitive or multiple damages, attorney fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).

You may reject the decision issued by a BBB AUTO LINE arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.

If you accept the arbitrator's decision, Audi will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.

Please call BBB AUTO LINE for further details about the program.

Warranty

New Vehicle Limited Warranty

Warranty period

Any Audi dealer in the United States, including its territories, will honor this warranty for a period of 4 years or 50,000 miles, whichever occurs first. For Audi e-tron® high voltage components, the Audi dealer must also have the designation of being an Audi e-tron certified dealer and a certified technician. The High-Voltage System Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship for the following Audi parts and components.

– **The Audi e-tron® High Voltage Battery** is warranted for 8 years or 100,000 miles and 70% **SOH** (State of Health), whichever occurs first.

In addition to the Audi new-car warranty, a High-Voltage System Limited Warranty for the high-voltage battery will be issued to the buyer of a new Audi e-tron vehicle either for the eight years after initial delivery or for the first 100,000 miles - whichever occurs first - with regard to all faults of material or workmanship and in the event of an excessive loss of capacity. The lithium-ion battery will experience natural and gradual capacity loss over time. This is considered a normal characteristic of the battery similar to wear and tear, and will vary depending on use. The High-Voltage System Limited Warranty covers any repair to correct a manufacturer's defect in material or workmanship or when the remaining energy content of the battery SOH (State of Health) is below 70% compared to the condition at the time of delivery. If the high-voltage battery needs to be completely replaced under this warranty, your Audi dealer will install a replacement high-voltage battery that will provide a SOH (State of Health) of at least 70%, although the replacement high-voltage battery may not be of an "as new" condition with a SOH of 100%.

The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or if the vehicle is first placed in service as a demonstrator or company car, on the date such vehicle is first placed in service.

Audi participates in BBB AUTO LINE, an informal dispute settlement mechanism (or program) administered by the Council of Better Business Bureaus. If you have a problem arising under any Audi written warranty, we request that you bring it to Audi's attention. If we are unable to resolve it, you may file a claim with BBB AUTO LINE. To file a claim with BBB AUTO LINE, call 1 (800) 955-5100. There is no charge for the call. You are required to use the BBB AUTO LINE program before asserting in court any presumption set forth in California Civil Code Section 1793.22, and before pursuing any legal remedy under 15 U.S.C. 2310(d) with respect to the New Vehicle Limited Warranty. You are not required to use BBB AUTO LINE before pursuing rights and remedies under any other Federal law. Depending on individual State laws, you may or may not be required to use BBB AUTO LINE before pursuing rights and remedies under your State's lemon law. Further information on the BBB AUTO LINE can be found in the "Consumer Protection Information" section of this booklet.

What is covered

The warranty covers any repair or replacement to correct a defect in manufacturer's material and workmanship (i.e., a mechanical defect). Your Audi dealer will repair the defective part or replace it with a new or remanufactured Audi Genuine Part free of charge.

The warranty covers the replacement of filters, oil, lubricants, fluids, and coolant only when the replacement is a necessary part of warranty service on a covered component.

Items subject to normal wear

Items that are subject to deterioration due to normal wear, driving habits or conditions are covered for defects in manufacturer's material and workmanship for 12 months or 12,000 miles, whichever occurs first. These items include, but are not limited to, windshield wiper blades, filters, belts, paint finish, upholstery, and other trim and appearance items. ▶

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Items subject to adjustment

The warranty covers service adjustments for the full warranty period with the exception of wheel alignment and tire balancing which are covered 12 months or 12,000 miles, whichever occurs first. A service adjustment is defined as an adjustment that is needed when an item on the vehicle comes from the factory improperly set to specification. Usually no parts are involved when making an adjustment.

Warranty repair while traveling in Canada

Warranty repair while traveling in Canada should be performed free of charge by an Audi dealer. Proof of U.S. residence is required. If the Audi dealer is unable to submit a claim for repairs, you may be asked to pay for the repair. On your return to the United States, present the paid receipt(s), repair order(s), and part(s) removed from your vehicle to your Audi dealer, who will submit a claim on your behalf and obtain reimbursement for you.

Exported Vehicles/Warranty Outside of the United States

The warranty coverage for a U.S. vehicle that is sold by an authorized Audi Dealer in the U.S. is only applicable and valid in the United States and its territories. Vehicles exported outside of the U.S. do not have warranties covered by AoA. An authorized Audi Dealer in any other country has no obligation to provide warranty service to such vehicle. If a customer is operating the vehicle outside the United States and its territories, and experiences a problem with the vehicle, it is recommended that the customer contact the local Audi Dealer.

Emergency Repairs

Except as discussed under **"Audi e-tron® Emergency Repairs"** below, 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 Audi dealer with a certified technician. The maximum reimbursement allowable is an amount equal to the cost if your Audi dealer had completed the repair(s). Reimbursement will be considered when the following items are submitted to your Audi dealer:

– A statement explaining the circumstances that prevented you from getting to an Audi dealer
– Paid receipt(s)
– Repair order(s)
– Part(s) removed from your Audi

Audi e-tron® Emergency Repairs

Emergency repairs for the Audi e-tron high voltage components must be performed at an Audi e-tron® certified dealer by a certified technician. Contact Audi Roadside Assistance to have the vehicle safely transported to the nearest Audi e-tron certified dealer. Please see ⇨ *page 4, The Audi 24-Hour Roadside Assistance Program* section of this booklet for contact information.

What is not covered

Maintenance services

The warranty does not cover manufacturer required regularly scheduled maintenance services detailed in the Maintenance section of this booklet, or service parts, fluids, and labor for such services.

Tires

The tire manufacturer warrants tires. To assist you in obtaining warranty information for tires, a list of manufacturers is provided in this booklet.

Accessories, spare parts, and modification of your Audi

A wide variety of non- Audi Genuine Spare Parts and accessories for Audi vehicles are available in the market. You should know that Audi does not warrant these products and is not responsible for their performance, repair, or replacement, or for any damage they may cause to, or adverse effect they may have on, your Audi vehicle. Your Audi vehicle should not be modified with non- Audi Genuine Products. Modification with non- Audi Genuine Products could affect the vehicle's performance, safety, or durability, and may even violate government regulations. In addition, damage or performance problems resulting from the ▶

modification may not be covered under warranty. Audi will not accept any liability for any parts and accessories not approved by Audi.

Communication technology malfunctions, inoperability, or discontinuation of service

This limited warranty does not cover any malfunction, inoperability, or failure of telecommunication parts, systems, or services (including but not limited to Audi connect services) caused by the obsolescence, discontinuation, or replacement of communication network technologies (including but not limited to the replacement or discontinuation of 2G, 3G, 4G, LTE or other networks and network standards) that are beyond Audi's direct control.

Other exclusions – New Vehicle Limited Warranty

– Damage, malfunctions, or symptoms caused by improper repair, accident, collision, or vandalism.
– Damage, malfunctions, or symptoms caused by failure to operate the vehicle in accordance with the Owner's Manual, including failure to heed warning lights or gauges that indicate vehicle malfunction.
– Damage, malfunctions, or symptoms caused by failure to maintain the vehicle in accordance with the Maintenance section of this booklet, unless documents in the form of service or repair orders are submitted as proof that all scheduled maintenance was performed in a timely manner.[1)]
– Damage due to failure to take the vehicle to an Audi dealer upon discovery of a defect in manufacturer's material or workmanship. Damage due to failure to take the vehicle to an Audi e-tron dealer upon discovery of a defect in manufacturer's material or workmanship.
– Damage, malfunctions, or symptoms caused by alterations to the original engineering such as suspension or performance modification.
– Damage, malfunctions, or symptoms caused by misuse such as racing, competitive events, or driving over curbs.
– Damage, malfunctions, or symptoms caused by using operation fluids, additives, or other chemicals.
– Damage, malfunctions, or symptoms caused by the environment, such as road salt, bird droppings, airborne industrial pollutants (e.g., acid rain), fire, weather conditions, floodwater, wind, tree sap, plant debris, or other similar materials or occurrences.
– Incidental or consequential damage such as loss of value of the vehicle, lost profits or earnings, and out of pocket expenses for substitute transportation or lodging. Some states may not allow the exclusion or limitation of incidental or consequential damage, so this limitation or exclusion may not apply to you.
– Appearance care and maintenance such as cleaning and polishing.
– Noise, vibration, or cosmetic conditions (unless the noise, vibration, or cosmetic condition was caused by a defect in manufacturer's materials or workmanship).
– This warranty does not cover the replacement of any Audi e-tron high voltage system components that wear as a result of normal wear or deterioration, driving habits, or driving conditions.
– Deterioration resulting from normal wear and tear.
– Aesthetic or design elements of the vehicle.
– Commercial Use - this limited warranty does not apply to vehicles used for commercial purposes including, but not limited to, taxi, courier or delivery service, or limousine. If a commercial vehicle is sold to a subsequent retail owner, this warranty still does not apply. ▶

1) If maintenance services are performed by someone other than an Audi dealer, information on the service or repair order document must include, at a minimum, the Vehicle Identification Number (VIN), service center or retailer name and address, vehicle mileage, date of service or purchase, and list of service or purchase items.

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– Damage or malfunction caused by improper charging of the High Voltage System.
– Damage or malfunction caused by improper storage or handling of the high voltage vehicle, including parking the vehicle for more than 24 hours when the ambient temperature is higher than 118 °F (48 °C).
– Damage or malfunction caused by operation of the Audi e-tron vehicle in areas flooded with water higher than the bottom of the vehicle body.

This warranty is void if the vehicle identification number or odometer has been altered, or the actual mileage cannot be determined, and when a vehicle is reported as dismantled, fire/flood damaged, junked, rebuilt, reconstructed, salvaged, or declared a total loss by an insurer.

General warranty terms – New Vehicle Limited Warranty

Audi of America, Inc., an operating unit of Volkswagen Group of America, Inc. ("Audi") issues this warranty. It only applies to vehicles or parts and accessories that are imported or distributed by Audi, and vehicles originally sold by an Audi dealer in the United States, including its territories. This warranty is only applicable in the United States and its territories. An Audi dealer in any other country has no obligation to provide warranty service to your vehicle. If you are using your vehicle outside the United States and its territories, and experience a problem with your vehicle, we recommend that you contact the local Audi dealer. You should always have the original United States Warranty and Maintenance Booklet, complete with the appropriate stamped maintenance services, available for the local Audi dealer.

The New Vehicle Limited Warranty and Limited Warranty Against Corrosion Perforation are transferred, without cost, if ownership of the vehicle changes within the warranty period.

The New Vehicle Limited Warranty and the Limited Warranty Against Corrosion Perforation are the only express warranties made in connection with the sale of this Audi. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Neither Audi nor the manufacturer assumes, or authorizes any person to assume, any other obligation or liability on its behalf.

Audi reserves the right to make improvements or change the design of any model Audi vehicle at any time with no obligation to make similar changes on vehicles already sold.

All warranty information is the latest available at the time of publication and is subject to change without notice.

Limited Warranty Against Corrosion Perforation

Warranty period

Any Audi dealer in the United States, including its territories, will honor this warranty for a period of 12 years without mileage limitation. For Audi e-tron® vehicles, the Audi dealer must also have the designation of being an Audi e-tron certified dealer with a certified technician. The warranty period begins on the date the vehicle is delivered to either the original purchaser or the original lessee; or, if the vehicle is first placed in service as a demonstrator or company car, on the date such vehicle is first placed in service.

What is covered

The warranty covers any repair or replacement to correct a defect in manufacturer's material and workmanship that will result in rust perforation of the vehicle body. Your Audi dealer will repair the defective part or replace it with a new or remanufactured Audi Genuine Part free of charge.

What is not covered

Failure to rustproof when collision damage is repaired

Body parts repaired or newly installed after a collision must be treated with a rustproofing agent that is compatible with and comparable to Audi's own factory corrosion protection. Corrosion perforation resulting from failure to protect new or repaired parts as stated, or using an inferior rustproofing agent or method is not covered by this warranty.

Parts which are not Audi Genuine Parts

While you may elect not to use Audi Genuine Parts for maintenance or repair services, Audi is not obligated to pay for repairs that do not include Audi Genuine Parts or for any damage resulting from the use of non-Audi Genuine Parts. Audi will not accept any liability for any parts and accessories not approved by Audi.

Paint repair

Your Audi dealer will do its best to match your vehicle's original finish. The cost of painting the entire vehicle solely for paint matching is not covered by this warranty.

Other exclusions – Limited Warranty Against Corrosion Perforation

- Surface corrosion without perforation of the body sheet metal
- Corrosion perforation resulting from failure to promptly and properly repair paint or undercoating damage, or surface corrosion
- Corrosion perforation resulting from unrepaired collision or accident damage, or failure to properly perform body repairs in accordance with Audi's specified repair procedures, including use of non-aluminum alloy parts

This warranty is void if the vehicle identification number or odometer has been altered, or the actual mileage cannot be determined, and when a vehicle is reported as dismantled, fire/flood damaged, junked, rebuilt, reconstructed, salvaged, or declared a total loss by an insurer.

Other exclusions as defined in the New Vehicle Limited Warranty also apply to this warranty.

General warranty terms

General warranty terms as defined in the New Vehicle Limited Warranty also apply to this warranty.

The New Vehicle Limited Warranty and the Limited Warranty Against Corrosion Perforation are the only express warranties made in connection with the sale of this Audi. Any implied warranty, including any warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the stated period of these written warranties.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

Kansas Safety Belt Limited Warranty

Applicable only to vehicles sold or registered in the State of Kansas.

For vehicles sold or registered in the State of Kansas, safety belts and related safety belt components are warranted against defects in manufacturer's materials and workmanship for a period of ten (10) years, regardless of mileage.

Exclusions as defined in the New Vehicle Limited Warranty also apply to this warranty.

Service Publications

Updated service information you can obtain

Audi monitors product performance in the field and regularly sends dealers the latest service information about Audi vehicles. Now you too, can obtain the latest service information. Your Audi dealer or a qualified technician may have to determine if a specific item of service information applies to your vehicle. You can order Audi service information and Owner's Literature 24 hours / 7 days a week on the Internet from the Audi Technical Literature Ordering Center link at:

literature.audiusa.com

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Digital Owner's Literature Tool

You can also access your owner's literature by visiting:

maintenance.audiusa.com

Tire Manufacturers

List of tire manufacturers for new Audi vehicles

The Magnuson-Moss Warranty Federal Trade Commission Improvement Act of 1975 and regulations issued pursuant to the act require that a tire warranty be made available for every new vehicle prior to sale.

To assist you in obtaining the related warranty information, the following list of tire manufacturers and addresses is being provided.

Manufacturer Addresses and Phone Numbers

Bridgestone Americas, Inc.
200 4th Avenue S.
Nashville, TN 37201
Tel.: 1 (844) 456-9162
https://www.bridgestonetire.com

Continental Tire the Americas, LLC
1830 MacMillan Park Drive.
Fort Mill, SC 29707
Tel.: 1 (800) 847-3349
https://continentaltire.com

Falken Corporate Headquarters
8656 Haven Avenue
Rancho Cucamonga, CA 91730
Tel.: 1 (800) 723–2553
https://www.falkentire.com

Goodyear / Dunlop
200 Innovation Way
Akron, OH 44316-0001
Tel.: 1 (800) 321-2136
https://www.goodyear.com

Hankook Tires Corporate Headquarters
333 Commerce St. Suite 600
Nashville, TN 37201
Tel.: 1 (800) 426-5665
https://www.hankooktire.com

Kumho Tire
133 Peachtree Street
Atlanta, GA 30303
Tel.: 1 (800) 445-8646
https://www.kumhotireusa.com

Michelin Tire Corp.
P.O. Box 19001
Greenville, SC 29602-9001
Tel.: 1 (800) 847-3435
https://www.michelinman.com

Nexen
21073 Pathfinder Rd. Suite 100
Diamond Bar, CA 91765
Tel.: 1 (800) 576-3936
https://www.nexentireusa.com

Pirelli Tires North America
100 Pirelli Drive
Rome, GA 30161-7000
Tel.: 1 (800) 747-3554
www.us.pirelli.com

Toyo Tire U.S.A. Corp
5665 Plaza Drive, #300
Cypress, CA 90630
Tel.: 1 (800) 442-8696
www.toyotires.com

Maintenance

Where do I bring my vehicle for service?

Audi dealers

Audi recommends you take your vehicle only to Audi dealers to ensure that vehicle repairs are performed to the highest specifications. Your Audi dealer has the proper tools and equipment, the staff of trained specialists, and access to the extensive range of parts necessary to properly maintain your vehicle's safety, reliability, and value for years to come.

Audi e-tron® Service and Repairs

To ensure that all Audi e-tron® repairs and services are performed properly, all repair and service work must be performed at an Audi e-tron certified dealer by a certified technician. To locate an Audi e-tron certified dealer near you, please refer to **http://www.audiusa.com.** Due to the specialized tools, equipment, and technical training necessary to perform services and repairs, your Audi warranties do not cover service, repair, or any damage resulting from services or repairs performed at a facility that is not an Audi e-tron certified dealer by a non-certified technician.

For the sake of the environment

By regularly maintaining your vehicle, you help make sure that emission standards are maintained, thus minimizing adverse effects on the environment.

When do I bring my vehicle in for service?

Service intervals

Model Year 2024 Maintenance Schedule

Service Intervals in Miles[a)b)c)]												
Maintenance	**10K**	**20K**	**30K**	**40K**	**50K**	**60K**	**70K**	**80K**	**90K**	**100K**	**110K**	**120K**
Minor Maintenance	X		X		X		X		X		X	
Standard Maintenance		X		X		X		X		X		X
Additional Maintenance	Refer to the Additional Maintenance Table below											

a) Additionally, ask your Audi dealer about services it may suggest or services that can be performed at your request, such as tire rotations or wheel alignments. The intervals shown in this table are based on vehicles operating under normal conditions. In case of severe conditions, such as extremely low temperatures, excessive dust, etc., it is necessary for certain operations to be carried out in between the given intervals. This applies particularly to engine oil changes and the cleaning or replacing of the air cleaner filter element.

b) For questions concerning the maintenance of your Audi vehicle, or for clarification on factory scheduled maintenance beyond the 120,000 mile service, please contact an Audi Dealership Service Department.

c) If you are not sure when you should bring your Audi in for service or which services are to be performed on your vehicle, ask your Audi Service Advisor.

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Maintenance service schedule

Minor Maintenance Service

First at 10,000 miles (15,000 km) or 1 year after delivery, whichever occurs first. Thereafter, every 20,000 miles (30,000 km) or two years, whichever occurs first:

▶ Brake system - Check the thickness of the brake pads
▶ Connected box / OCU battery (for Audi Connected Services) - Check state of health with Vehicle Diagnostic Tester in Guided Functions
▶ First aid kit - Check and enter expiration date
▶ Front and rear axle/suspension components - Check dust seals on ball joints and tie rod ends; check for excessive play
▶ Instrument cluster - Check warning and indicator lights
▶ Multi-point inspection - Complete
▶ Service reminder indicator display - Reset display
▶ Space saver spare wheel and tire - Check condition and tire inflation pressure, adjust if necessary [a)]
▶ Tires - Check condition and tire tread wear. Check and record the tread depth.
▶ Tires - Check tire inflation pressure and adjust if necessary
▶ Tire repair kit - Check the completeness and expiration date[a)]
▶ Wiper blades - Check condition and replace if necessary

a) if equipped

Standard Maintenance Service

Includes All Minor Maintenance Items

First at 20,000 miles (30,000 km) or two years, whichever occurs first. Thereafter, every 20,000 miles (30,000 km) or two years, whichever occurs first:

▶ Axle drive **(front)** - Drain coolant **(with small cover removed) (SQ8 e-tron and SQ8 Sportback e-tron)**
▶ Axle drive **(rear)** - Drain coolant **(with small cover removed) (Only SQ8 e-tron)**
▶ Body/chassis - Visually inspect for possible paint damage and corrosion, from the inside and outside, with the doors as well as hood and trunk lids open
▶ Brake system - Check for damage and leaks, condition of brake lines and the presence of the bleeder caps. Check thickness of the brake pads.
▶ Charging cable - Check for damage **(if present in vehicle during inspection)**
▶ Charging socket - Check for contamination and damage
▶ Connected box / OCU battery **(for Audi Connected Services)** - Check state of health with Vehicle Diagnostic Tester in Guided Functions **(Only e-tron GT, RS e-tron GT, Q4 e-tron, Q4 Sportback e-tron, Q8 e-tron, SQ8 e-tron, Q8 Sportback e-tron , SQ8 Sportback e-tron)**
▶ Door hinges **(including door stay)** and door latch - Lubricate
▶ Electrical Components cooling system - Check coolant level **(Only e-tron GT, RS e-tron GT, Q4 e-tron, Q4 Sportback e-tron, Q8 e-tron, SQ8 e-tron, Q8 Sportback e-tron , SQ8 Sportback e-tron)**
▶ Exterior lighting function- Check front and rear lights, high-beams, low beams turn signals, cornering lights, brake lights, reverse lights, license plate lights, fog lights, and hazard warning lights
▶ First aid kit - Check and enter expiration date [a)]

a) If equipped

Standard Maintenance (continued)

▶ Headlights - Check adjustment
▶ High voltage cooling system - Check coolant level and add coolant if necessary
▶ High voltage safety instruction labels - Check safety instruction labels for legibility
▶ High voltage system components - Check for damage and leaks. Check cables and insulation for damage and proper mounting.
▶ High voltage system maintenance connector - Check for damages (deformation and scratches) and connector cleanliness
▶ Horn - Check function
▶ Instrument cluster- Check warning and indicator lights
▶ Interior lights - Check all interior lights, trunk / cargo lights and glove box compartment illumination
▶ Motor compartment - Check transmission, final drive, and steering for leaks and damage (including visible HV components with front noise insulation removed)
▶ Multi-point inspection- Complete
▶ Parking brake actuator - Check activating range with the Vehicle Diagnostic Tester **(Only e-tron GT and RS e-tron GT)**
▶ Plenum chamber and water drain valves - Check for dirt. Clean if necessary **(Only Q8 e-tron, SQ8 e-tron Q8 Sportback e-tron , and SQ8 Sportback e-tron)**
▶ Road test - Perform
▶ Safety belts- Check function and condition of belt, belt tongue and latch
▶ Service reminder indicator display - Reset display
▶ Spare wheel and tire - Check condition and tire inflation pressure, adjust if necessary [a)]
▶ Sunroof and panoramic sunroof systems- Check function [a)]
▶ Suspension and axle components **(front and rear)** - Check dust seals on ball joints and tie rod ends; check for excessive play
▶ Tires - Check condition and tire tread wear.
▶ Tires- Check tire inflation pressure and adjust if necessary
▶ Tire repair kit - Check the completeness and expiration date [a)]
▶ Underbody - Check for damage and leaks, check the wheel well liners, underbody paneling and all lines are properly mounted **(including visible HV components)**
▶ Warning triangle and first aid kit - Check if present [a)]
▶ Windshield washer and headlight washing system - Check adjustment and function. Add fluid if necessary
▶ Wiper blades - Check condition and replace if necessary

[a)] if equipped

Additional Maintenance Items

Service Item	Interval	Model Application
Brake fluid - Change	Every 2 years regardless of mileage	All BEV
Dust and pollen filter - Replace	First at 20,000 miles (30,000 km) or two years, whichever occurs first. Thereafter, every 20,000 miles (30,000 km) or two years, whichever occurs first:	All BEV
Heat Pump - Replace refrigerant	Every 2 years regardless of mileage	Only: Q4 e-tron, Q4 Sportback e-tron
Panoramic sunroof systems - Check drainage system by fluid check	First at 20,000 miles (30,000 km) or two years, whichever occurs first. Thereafter, every 20,000 miles (30,000 km) or two years, whichever occurs first	Q8 e-tron, SQ8 e-tron, Q8 Sportback e-tron , SQ8 Sportback e-tron and Q4 e-tron
Rear axle drive - Replace coolant cartridge **(with cover removed)**	First at 20,000 miles (30,000 km) or two years, whichever occurs first. Thereafter, every 20,000 miles (30,000 km) or two years, whichever occurs first:	Q8 e-tron, and Q8 Sportback e-tron

Tips

In the event you have not received the services promised in these warranties, please follow the procedures described in the model year 2024 USA Warranty and Maintenance Booklet under the title “Customer satisfaction and assistance”.

Record of Maintenance Services

The Audi Dealer stamp in the boxes below is your record of each maintenance service performed.

10,000 miles (15,000 km) maintenance service performed by: Audi Dealer Stamp: Date:	**20,000 miles (30,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:	**30,000 miles (45,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):
40,000 miles (60,000 km) maintenance service performed by: Audi Dealer Stamp: Date:	**50,000 miles (75,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:	**60,000 miles (90,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):
70,000 miles (105,000 km) maintenance service performed by: Audi Dealer Stamp: Date:	**80,000 miles (120,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:	**90,000 miles (135,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):

▶

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100,000 miles (150,000 km) maintenance service performed by: Audi Dealer Stamp: Date:	**110,000 miles (165,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:	**120,000 miles (180,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):
130,000 miles (195,000 km) maintenance service performed by: Audi Dealer Stamp: Date:	**140,000 miles (210,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:	**150,000 miles (225,000 km) maintenance service performed by:** Audi Dealer Stamp: Date:
Miles (kilometers):	Miles (kilometers):	Miles (kilometers):

Airbag Replacement

The airbag system can be deployed only once.

After an airbag has deployed it must be replaced. The proper replacement of airbags will be entered into the record by your Audi Service Advisor.

Front Airbag

☐ left ☐ right

Side Airbag

left **right**

☐ front ☐ front

☐ rear ☐ rear

SIDEGUARD

☐ left ☐ right

Knee Airbag (where applicable)

☐ left ☐ right

Audi Dealer Stamp

Module replaced: _____

Date: _____

Next replacement: _____

Date: _____

Airbag Replacement

The airbag system can be deployed only once.

After an airbag has deployed it must be replaced. The proper replacement of airbags will be entered into the record by your Audi Service Advisor.

Front Airbag

☐ left ☐ right

Side Airbag

left **right**

☐ front ☐ front

☐ rear ☐ rear

SIDEGUARD

☐ left ☐ right

Knee Airbag (where applicable)

☐ left ☐ right

Audi Dealer Stamp

Module replaced: _____

Date: _____

Next replacement: _____

Date: _____

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Speedometer replacement

For speedometer replacement on your vehicle, ask your Audi Service advisor.

Federal Law requires that a label be affixed to the left door frame when the replacement odometer does not indicate the actual vehicle mileage after repair or replacement. Audi Genuine replacement speedometers are supplied with the label

Speedometer replacement

Month Day Year

(to be filled in by Audi Dealer)

At mileage / km

Audi Dealer Stamp

Delivery Inspection

Delivery Inspection

Before your vehicle is delivered to you, it is inspected according to factory guidelines.

The Delivery Inspection was performed on

Month Day Year

Audi Dealer Stamp