

**Audi Powertrain Care**



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# Audi Powertrain Care

This coverage can be purchased from Audi authorised dealership for any Audi that meets the eligibility criteria and be used when the vehicle is above 5 years old.

It provides added peace of mind for both base engine and transmission, bundled together with a service package.

**To ensure you don't invalidate this coverage, you'll need to ensure that your vehicle is serviced and repaired in accordance with the Manufacturer's guidelines and specifications**

Customer will have to bear the cost of any defect, damage or malfunction to the vehicle that is caused by servicing and repairs by third parties.

Proper invoicing with details will be required for referencing by the Audi Service Partner.

Examples of such details (not exhaustive) include Audi Genuine Part

Numbers, Quantity of the Parts replaced, Engine Oil specification used.

Owners must ensure the correct engine oil specification is being used, please approach your Service Advisor or visit the below web link for more details.

<https://www.audi.com.sg/sg/web/en/audi-aftersales/service-and-maintenance/servicing-your-audi.html>

## **Authorised Audi Dealer**

There are two Audi Centres located in Singapore. The directory found on page 5 will enable you to locate the nearest Audi Centre.

Changes in our Audi Centre network do happen from time to time; if you need confirmation of the location of any Audi Centre, please contact Audi Customer Service at **+65 6366 2323**.

## **Customer Service**

As part of the customer service experience, we have a dedicated team available to answer any questions you

may have concerning all aspects of owning an Audi.

If you require assistance, please call **+65 6366 2323**, or email to: [customer.care@premiumauto.com.sg](mailto:customer.care@premiumauto.com.sg)

### **Eligibility**

Vehicle needs to have a mileage of less than 140,000km, full servicing history and successfully passing the pre-checks at point of purchase.

The coverage expires when mileage reaches 200,000km or when it reaches its maturity, whichever comes first

### **Coverage**

This program covers the below components:

- Base Engine (including ECU), Mechatronic Unit and Sensors
- Transmission

Duration of coverage depends on the program purchased during point of sale.

Please note that this coverage does not cover normal wear and tear or damage caused by abnormally rough or improper use, or unauthorized modifications.

If your vehicle does break down, please contact your nearest Authorised Audi Dealer.

### **Items replaced under coverage**

An Authorised Audi Dealer must carry out any remedial work under warranty, and will repair or replace any defective parts at its sole discretion. Any part removed because of replacement becomes the property of Audi.

### **Change of ownership**

The coverage will not be affected with the change of vehicle ownership

### **Note**

“Authorised Audi Dealer” means any Centre in Singapore authorised by Audi Singapore on behalf of the Manufacturer. “The Manufacturer” means Audi AG, Postfach 220, D-85046 Ingolstadt, Germany.

### **Maintenance and servicing of vehicle**

Maintenance services must be carried out at the required service intervals **(tolerance of 1,000km or 30 days and with updated Service Schedule)** according to the Manufacturer's guidelines to prevent **invalidation** of the coverage.

## Coverage Exclusions

Audi is entitled to reject any claim for any defect or malfunction if such defect or malfunction is caused by:

- (a) the failure of the customer to ensure that the vehicle receives proper and periodic servicing according to Manufacturer's recommended schedule and/or guidelines;
- (b) parts which have been replaced or modified by third parties;
- (c) Repair, servicing or other actions carried out by third parties.

The following reasons can cause the coverage to be voided (but are not exhaustive):

- The vehicle identification number (VIN) has been altered or removed
- The odometer has been disconnected or altered or the actual mileage cannot be determined
- Vehicle being declared a total loss, write off or theft
- Vehicle no longer registered in Singapore
- Vehicle used in racing and rallies or other organized or unorganized sports event

- Vehicle used for commercial use
- Vehicle used for hire or reward (e.g. taxi and peer to peer hire scheme)
- Vehicle used in transportation of goods for payment
- Vehicle used off-road
- Vehicle used for driving school, military, emergency or recovery services, courier or delivery service or similar use
- Vehicle repaired incorrectly

## Types of service not covered by the coverage

Non-warrantable service includes (but is not limited to) the following examples:

- Replacement of parts that are subject to normal wear and tear
- Any normal or scheduled maintenance services such as the replacement of oil, lubricants and fluids
- Adjustment services and mechanical adjustments that may become necessary as a result of normal use or wear and tear
- Software updates
- Related to adjustments or diagnostic work

- Incurred in excess or outside the liability of this coverage. It is the Customer's responsibility to meet any repairer charges in excess of, or rejected as not being our liability;
- Arising from depreciation in the value of the Vehicle of supplying non-mechanical or electrical components which are required to be replaced as part of a claim under the coverage
- Any other costs that are indirectly caused by the event which led to the claim, unless specifically stated as covered by the coverage of supplying items not insured under the coverage which are required to be replaced as part of an authorized claim under the coverage
- The clearing of fuel lines, filters including dual mass flywheel

### **Types of damage not covered by the coverage**

Damage not due to defects in manufacture or materials – for example, normal wear and tear– is not covered by the coverage. Damage caused by improper handling or misuse (as in motorsport, for example), repairs, adjustments and replacements arising from circumstances outside of the manufacturer's control are also not covered under coverage.

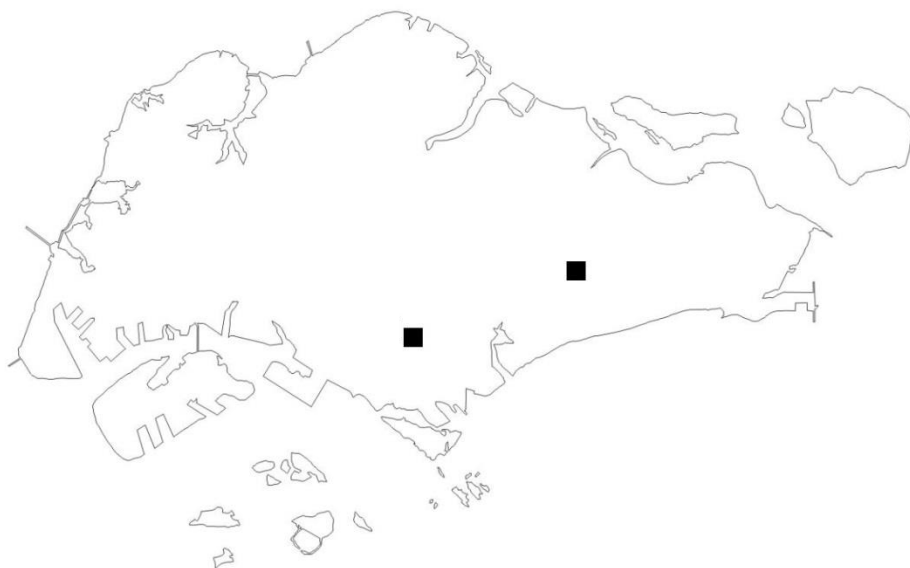
Damage not covered by coverage includes (but is not limited to) the following examples:

- Oil seals and Gaskets (other than Cylinder Head Gaskets)
- Batteries
- Clutch and Automatic Transmission – burnt or worn out clutches or brake bands
- Fuel System – fuel leakage, failure of piping and seals
- Exhaust system and manifold
- Cooling system
- Electrical parts, glow and heater plugs, wiring, connectors and Printed circuit
- Timing belt – where no proof is available of the replacement of the timing belt in accordance with AUDI's replacement schedule



# Centre Directory

All our Audi Centres will be pleased to assist you in emergencies; if a particular Audi Centre does not offer a product or service you need, they will be happy to advise you the best place to find it.



## **Audi Service Centre**

55 Ubi Road 1  
Singapore 408699  
Tel: +65 6366 2323  
Fax: +65 6841 1183

## **Audi Centre Singapore**

281 Alexandra Road  
Singapore 159938  
Tel: +65 6366 2323  
Fax: +65 6475 1023

For operating hours and the latest information please refer to either the brand portal [www.audi.com.sg](http://www.audi.com.sg) or the **Audi Service SG App**.



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The information in this booklet will be updated periodically without prior notice. For the latest information, please refer to either the Audi brand portal [www.audi.com.sg](http://www.audi.com.sg) or visit your nearest Authorised Audi Dealer.