

奧迪原廠保用 (包括電動車)

**Audi Factory Warranty**

(including Electric Vehicle)



**Audi** Service



## 新車 原廠保用

### **New Car Factory Warranty**

保用期間：自新車交予客戶當日起，60個月內或首100,000公里（以先到達者為準）均享有原廠保用。

Warranty period: 60 months or first 100,000 km (whichever comes first) since new car delivery date.

## 車主 責任

### **Owner's Responsibilities**

受保之車輛必須自新車交付日期起計，最少每12個月或15,000公里（以先到達者為準）到奧迪之售後服務中心進行一次「定期保養服務」，直至相關保用完結為止。

Since the new car delivery date until the relevant warranty listed above is expired, the covered vehicle should have at least ONE "Regular Maintenance Service" in every 12 months or 15,000 km (whichever comes first) at Audi service centre.

## 高壓電池 原廠保用（適用於電動車）

### **High-Voltage Battery Warranty (applicable to Electric Vehicle)**

保用期間：自新車交予客戶當日起，96個月內或首160,000公里（以先到達者為準）。

Warranty period: 96 months or first 160,000 km (whichever comes first) since new car delivery date.



## 原廠保用範圍

### Factory Warranty Coverage

於保用期間內，如因原廠製造、組裝或零件品質出現非人為之故障，奧迪售後服務中心會就故障之部分，提供免費維修或更換。

(\*損耗性零件不在此範圍內，例如：燈泡、剎車皮、剎車碟、電池、風隔、冷氣隔、機油隔、燃油隔、輪胎、離合器、避震機、水撥刮膠片等)

(\*電動車的損耗性零件不在此範圍內，例如：鎢絲燈泡、剎車皮、剎車碟、冷氣隔、輪胎、避震機、水撥刮膠片等)

In the warranty period, if original manufacturing, assembling or parts quality fault is found, Audi service centre will provide complimentary repair and/or replacement for the faulty parts.

(\*consumable parts are not covered: light bulb, brake pad, brake disc, battery, air filter, air conditioner filter, engine oil filter, fuel filter, tyre, clutch, shock absorber, wiper blade etc.).

(\*consumable parts of electric vehicles are not covered: bulb, brake pad, brake disc, air conditioner filter, tyre, shock absorber, wiper blade etc.).

## 原廠零配件保用

### Genuine Parts & Accessories Warranty

凡於奧迪售後服務中心付費安裝或更換的零件及配件，自安裝日起計，24個月（無限里數）均享有原廠零配件保用。

(^若經由原廠保用免費更換的零件及配件，則不適用此條款。)

Any parts or accessories purchased AND assembled/replaced in Audi service centre are entitled for a 24 months (with unlimited mileage) genuine parts warranty since the replacement date.

(^ not applicable to complimentary parts replaced under Factory Warranty.)



## 車身防鏽穿 12 年保用

### Against Rust Penetration Warranty for 12 Years

自新車交予客戶當日起，首12年如因產品製作過程中防鏽處理不當，導致車身鈹金外殼未達應有之抗蝕性，而出現鏽蝕至穿透時，奧迪售後服務中心會就鏽蝕部分給予免費維修。

以下情況則不在此保用範圍內：

1. 因外來因素或不恰當使用及保養而導致損毀；
2. 車身損毀未有按廠方指引及時修理；
3. 在非指定之維修中心作任何車身維修；
4. 車身沒有上油覆蓋之部分，如電鍍件、水撥臂、螺絲等。

Audi guarantees its vehicles will not be subject to body through-rusting for 12 years since the car delivery date. However, should this type of damage occur because of improper manufacture handling, Audi service centre will provide complimentary repair for the corroded part.

Warranty claims will not be accepted under the following circumstances:

1. If damage is caused by external influence or inappropriate use and care;
2. Body damage without timely repair under manufacturer guideline;
3. Any body repair carried out by unauthorized dealer/workshop;
4. Unpainted parts e.g. chrome script, wiper arm, screw etc.

## 保用權益轉讓

### Warranty Transfer

此原廠保用必須跟隨原有之車輛。在保用有效期內，車主可以將此保用轉讓予該車輛的新車主。所有轉讓必須經由奧迪售後服務中心批核方會生效。

Validity of the Factory Warranty is followed with the same vehicle. Within the warranty period, owner can transfer it to next owner when the vehicle is sold. Warranty transfer must be authorized by Audi service centre.



## 不承保範圍

### General Exclusions

1. 在非指定之維修中心作任何維修；
2. 車輛被改裝或加裝非廠方指定之零件及物料；
3. 車主沒有依照車主手冊指引而導致車輛或高壓電池之故障、損壞或不正常損耗；
4. 因天災、意外或人為災害、車禍、外來撞擊或不恰當使用而導致故障損壞；
5. 任何第三方的維修要求、相關的損失或人身傷害；
6. 非一般正常用途的車輛，例如用於任何比賽或越野賽；或用作出租車/的士、學習駕駛車輛等；
7. 此保用覆蓋範圍以外之部件損壞，或任何相應的故障或損壞。

1. Any services carried out by unauthorized dealer/workshop;
2. Vehicle is being modified or installed with unauthorized parts or materials;
3. Any vehicle or high-voltage battery fault, damage, abnormal wear & tear resulted from not following the owner's manual properly;
4. Any vehicle fault or damage resulted from natural disaster, accident, human negligence, crashing, external impact or improper usage;
5. Any third party service requests, consequential losses or human injury;
6. Vehicle is not used as normal practice, such as using in competitions and rallies, or being used as taxi or driving school vehicles etc.;
7. Damage to non-covered components or any consequential damage or loss caused.

奧迪服務熱線

Audi Service Enquiry Hotline

3465 0000

24小時緊急/ 拖車熱線

24 Hours Emergency Service / Towing Hotline

2941 0000

### 奧迪觀塘售後服務中心

Audi Service Centre Kwun Tong

九龍觀塘海濱道175號國際工業大廈地下

G/F, International Industrial Building,

No.175 Hoi Bun Road, Kwun Tong



### 奧迪荃灣售後服務中心

Audi Service Centre Tsuen Wan

荃灣柴灣角街53-57號地下

G/F, No. 53-57 Chai Wan Kok Street, Tsuen Wan



### 奧迪柴灣售後服務中心

Audi Service Centre Chai Wan

柴灣永泰道70號柴灣工業城第二期地下2號室

Unit 2, G/F, Chai Wan Industrial City Phase II,

70 Wing Tai Road, Chai Wan



### 營業時間 Opening Hours:

星期一至五 Mon - Fri

8:00am - 7:00pm

星期六 Sat

8:30am - 6:00pm

星期日及公眾假期 Sun & P.H.

休息 Closed

### 條款及細則

1. 車主有責任提供車輛依照既定間距進行定期保養服務之證明。
2. 奧迪將保留使用原廠翻新零件之權利。
3. 如有任何爭議，奧迪將保留最終決定權。

### Terms and Conditions

1. Owner has the responsibility to provide Regular Maintenance Service records under the required intervals.
2. Audi reserves the right of using genuine refurbished parts.
3. Audi reserves the right of final decision in case of any dispute.

資料只供參考，如有更改恕不另行通知 Subject to change without prior notice

Version 1 Feb 2021