

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：自車輛首次登記日期起，24個月內均享有原廠保用。

Warranty period: 24 months since vehicle's first registration date.

## 車主責任

### **Owner's Responsibilities**

受保之車輛必須自車輛首次登記日期起計，最少每12個月或15,000公里（以先到達者為準）進行一次「定期保養服務」，直至相關保用完結為止。

Since the vehicle's first registration 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).

## 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：自車輛首次登記日期起，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 vehicle's first registration 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、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、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, wiper blade etc.).

(#consumable parts of electric vehicles are not covered: bulb, brake pad, brake disc, air conditioner filter, tyre, 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

自車輛首次登記日期起，首12年如因產品製作過程中防鏽處理不當，導致車身鍍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. 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 vehicle's first registration 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. 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. 車主沒有按廠家的“車主汽車使用手冊”內的建議期間內或建議公里範圍內進行專業保養或維修；
  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. The buyer failed to observe the recommendations for the treatment, servicing and maintenance of the vehicle (eg. Owner's manual or service schedule);
  2. The vehicle has been modified or fitted with parts, which was not approved by Audi AG / Importer (eg. Tuning);
  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. Audi AG / Importer is free from any obligation to any malfunction, damages, losses, driver, passenger or any other road users injury due to any third party service / repair;
  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.

### 原廠保用—客戶權責聲明

對於任何仍然在有效期內的奧迪原廠保用或之前附送延長保用，奧迪香港客戶均享有自由選擇在原廠維修中心或其他市場上非原廠授權汽車維修中心進行維修或保養汽車的權利，而不會因為此選擇而抵消該客戶車輛的奧迪原廠保用或之前附送延長保用，亦不會影響客戶透過奧迪原廠保用或之前附送延長保用有效期內所申請要求的任何索償。詳細資料請下載參閱《原廠保用—客戶權責聲明》或致電 3465 0000 查詢。

### Standard Warranty Customer Rights & Obligation Disclaimer

For any Audi vehicle in Hong Kong with Standard Warranty or Complimentary Extended Warranty still within valid period, Maintenance Services and Repair Services may be conducted at a Non-Authorised Repair Centre without invalidating a Standard Warranty or a Complimentary Extended Warranty, and would not affect the result of claims made within valid period of a Standard Warranty or a Complimentary Extended Warranty. For more details, please refer to "Standard Warranty Customer Rights & Obligation Disclaimer" or contact us at 3465 0000.

## 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

營業時間 Opening Hours:

星期一至六 Mon - Sat 9:00 - 18:30

星期日及公眾假期 Sun & P.H. 休息 Closed

### 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 8:30 - 18:30

星期六 8:30 - 18:00

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

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