

Audi Assistance



If you need assistance please call
Republic of Ireland (freephone)
1800 202103 or
Northern Ireland and the rest of Europe
+353 1 6179684

A comprehensive motoring assistance service for all **Audi** models

Created to perfectly complement your vehicle's warranty, **Audi** Assistance offers owners peace-of-mind motoring at home and abroad. It has been specifically designed to ensure Audi owners receive the best possible service available.

In the unlikely event of a breakdown, you will always find help at hand, 24 hours a day, 365 days a year, by means of a phone call to **Audi** Assistance.

This booklet gives you details of the benefits covered under the scheme and the numbers you should call if you require assistance.

Benefits include

- ▶ Home and roadside assistance
- ▶ Onward travel
- ▶ Replacement vehicle
- ▶ Vehicle storage
- ▶ European Assistance

What to do if your vehicle breaks down

- ▶ Within Republic of Ireland, telephone free on **1800 202103**
- ▶ Within Northern Ireland and the rest of Europe, **+353 1 6179684**

Audi Assistance

To ensure the minimum delay, please have the following information to hand:

- ▶ The Audi model – automatic or manual transmission
- ▶ Your exact location
- ▶ Registration number and colour
- ▶ A description of problem
- ▶ A telephone number where you can be contacted
- ▶ Be prepared to provide proof of ownership if requested
- ▶ VIN number
- ▶ Mileage

Home and Roadside Assistance

In the event of a mechanical, electrical, accident or minor problem causing the immobilisation of your Audi, whether at home or elsewhere in Ireland or Europe, **Audi Assistance** will organise and pay the cost of taking the covered vehicle to the nearest Audi dealer should roadside assistance prove unsuccessful.

Period of cover

For new passenger cars, the Mobility guarantee provides two years' coverage from the date of registration. With every service (inspection/oil change), the services covered by the Mobility guarantee are extended until the next service (inspection/oil change). The Mobility guarantee is valid in several European countries. To qualify for the Mobility guarantee, servicing must be carried out at an authorised Audi service centre.



Car hire or onward travel

In the event that your Audi cannot be repaired within a short time, **Audi Assistance** will pay for one of the following (please ensure you remove all personal items, for example passports or licence, before leaving your vehicle):

either **Car hire**

Audi Assistance will organise and provide you with a replacement car for the duration of the repair work, up to a maximum of five days. You will be responsible for all ancillary costs including petrol and insurance and you shall be able to satisfy all the requirements of the vehicle hiring company (this may involve providing a credit card number for fuel deposit and current driving licence). The model supplied will be subject to availability.

or **Accommodation**

Audi Assistance will contribute towards overnight bed and breakfast accommodation to cover all persons travelling in the Audi at the time of immobilisation for one night, up to a maximum cost of €100 per person or €300 per party. Transportation to hotel or bed and breakfast accommodation, and back to the Audi dealer will be arranged by **Audi Assistance**.

or **Onward travel**

Audi Assistance will pay for rail/air/taxi transport to enable you to continue your intended journey. The maximum payable is €45 for taxi or €400 for rail or air transport per person.

Extra services

Audi Assistance will assist you if you need to pass an urgent message to family, employer or friends if your journey has been delayed due to immobilisation.

Vehicle redelivery (within Ireland)

Following repairs organised by **Audi Assistance Service**, your car will be returned within Ireland or at the discretion of **Audi Assistance Service** they will pay a rail or air ticket (economy) or the equivalent cost of more convenient transport to enable you, or the person designated by you, to recover your Audi.

Assistance abroad

Assistance abroad is available only in the event of mechanical breakdown causing immobilisation of the vehicle. If assistance is needed the number is **+353 1 6179684**.

Parts delivery - Europe only

In the event of **Audi Assistance Service** organising to take your car to an Audi dealer for repairs and parts that are essential to the repair of the vehicle are not available locally, **Audi Assistance Service** will organise and pay for the dispatch of such parts to the repairing dealer. The cost of parts will be the responsibility of the beneficiaries, however **Audi Assistance Service** will also pay for the cost of such delivered parts on request, provided that the beneficiaries reimburse such costs to Audi Assistance Service immediately upon receipt of invoice.

Loss or theft of essential documents in Europe

Audi Assistance Service will assist you in the event of essential documents such as passports, credit cards, or traveller cheques being stolen. Relevant banks and credit card companies will be contacted to cancel cards and cheques and arrangements for temporary passports will be made with local embassies or consulates.



We have experienced personnel who can make arrangements on your behalf.

Please call us first otherwise costs cannot be reimbursed.

Understanding your policy



Principal beneficiary

'Principal beneficiary' means the owner or principal user of the covered vehicle.

Beneficiaries

'Beneficiaries' means all owners, user or passengers travelling in the covered vehicle at the moment assistance is required.

Covered vehicle

'Covered vehicle' means all new and used passenger cars sold by Volkswagen Group Ireland Limited and/or its Audi dealer network in the Republic of Ireland when the last service has been carried out within the authorised Audi dealer/service.

Breakdown

'Breakdown' means electrical or mechanical breakdown, accidents or minor problems (out of fuel or puncture). A broken-down vehicle is a vehicle which is no longer able to reach the local dealer or service partner under its own power or which the manufacturer prohibits from being driven further for technical reasons.

Vehicle requiring recovery

'Vehicle requiring recovery' means a vehicle which is no longer able to reach the local dealer or service partner under its own power or which the manufacturer prohibits from being driven further for technical reasons.

Area of recovery

'Ireland' means the island of Ireland covering 32 counties. 'Europe' means Andorra, Austria, Belgium, Bulgaria, The Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal, United Kingdom, Slovakia, Spain and Switzerland.

General terms and conditions

Audi Assistance provides you with a set of comprehensive benefits. However, the following exclusions exist:

1. The beneficiary or any third party organising any of the services detailed in this policy without first having authorisation from Audi Assistance and having obtained a file number.
2. The covered vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations.
3. Any costs that would have been payable normally by the beneficiary such as petrol, toll charges or parking and/or motoring fines.
4. Motor racing, rallies, speed or duration tests or practice of thereof.
5. Accident or injury either through voluntary non-observance of the laws of the land in which the beneficiary is travelling or the practice of activities not authorised by the local authorities.
6. Damage or injury intentionally caused by the beneficiary or resulting from his/her participation in a criminal act or offence.
7. Freak weather conditions.
8. Loss or damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
9. Damage to or loss or destruction of any property or any loss or expense, whatsoever arising therefrom OR any consequential loss or any legal liability or whatsoever nature directly or indirectly caused by or contributed to by or arising from: ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
10. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
11. The maximum amounts payable for benefits described in this policy are expressed in Euro (€) and are inclusive of VAT.
12. Any claim not immediately resulting from the Breakdown or any claim where assistance has not been organised from inception by Audi Assistance.
13. The service does not cover:
 - a) Immobilisation occurring on a motor trader's premises.
 - b) Assistance not on a hard road surface suitable to heavy transport.
 - c) Immobilisation occurring in an area to which the Audi Assistance has no right of access (e.g. enclosed car park with restricted access).
 - d) The cost of petrol, oils, spare parts and other materials.
 - e) A vehicle where the motorist or a representative is not present when the assistance arrives.
14. Any expenses incurred without prior consent of Audi Assistance Service or not expressly provided for in this agreement.
15. Any expenses presented without appropriate documents.
16. Any claim not immediately resulting from 'Breakdown'.
17. The benefits provided in this agreement are subject to local availability especially in respect of rental cars and hotel accommodation.

Transfer request

Should you sell your Audi you may transfer the unexpired portion of your **Audi Assistance** cover to the new owner by completing the following details and returning the form to the address below.

Please print details using block capitals

Title	Initials	Surname
House no.	Street	
Town / City	County	
Tel (mobile)	Tel (home)	
Name of previous owner		

Vehicle details

Chassis no.
Registration number
Mileage
Regularly serviced by

Declaration

Date	New owners signature
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Please return this form to: Audi Assistance, Audi Ireland, Block C, Liffey Valley Office Campus, Liffey Valley, Dublin 22

Please cut along the dotted line and return the form to the address below

Audi Assistance

Every effort has been made to ensure that all information is correct at the time of going to print.

Products and services may be updated or deleted without prior notice. If in doubt about any of the products or services listed in this brochure, please consult your local Audi dealer.

Errors, omissions and technical approval excepted.

Audi Ireland
Block C
Liffey Valley Office Campus
Liffey Valley
Dublin 22

[audi.ie](https://www.audi.ie)

