



Audi Roadside Assistance Program (Middle East)

- ▶ **Customer Guide
(Website and Handbook)**
- ▶ **Effective 01 November 2022**



Welcome to Audi Roadside Assistance

Audi Roadside Assistance provides you with roadside assistance round the clock – we are always there whenever you need us!

Please read this booklet to fully understand how the Audi 24-Hour Roadside Assistance program can assist you should you find yourself in need of Roadside Assistance services.



You can reach the
24-hour helpline
on the following
numbers **in each**
country.

Roadside Assistance Telephone Numbers

General Number +9714 3311158

Bahrain	800 06002
Jordan	(077) 8498880
Kuwait	22260620
Lebanon	(01) 565827
Oman	800 99900
Qatar	44455222
Saudi Arabia	800 8971921
UAE	800 8882

You can share your **feedback** with Audi Roadside Assistance by calling the local number or sending it to the following email

> audi@menaroadassist.com

Obtaining Assistance

For **fast and easy service**, kindly have the following information ready when seeking Roadside Assistance:

- ▶ Your name
- ▶ A telephone number where you can be contacted
- ▶ VIN number (Vehicle Identification Number) also known as Chassis number
- ▶ Registration number
- ▶ Model of vehicle you are driving
- ▶ Your exact location
- ▶ A description of the problem

To **arrange assistance** at any time please call:

- ▶ When in your country of residence please call your local number
- ▶ When in other covered countries, please call +9714 3311158



In order to qualify for the benefits detailed in this booklet, **you must contact Audi Roadside Assistance directly. Please do not make arrangements yourself or through the Dealer from whom you purchased your Audi.** Costs incurred for arrangements made by any party other than Audi Roadside Assistance will not be reimbursed.

Audi reserves the right to alter specifications and other product information without prior notice. Errors and omissions excepted.

Calls to Audi Roadside Assistance

Our experienced representatives are always standing by and prepared to assist you with the highest levels of service. In order to ensure efficiency and a smooth process, please note that all calls to Audi Roadside Assistance are recorded for quality and training purposes. This also assists us in confirming details of a call that may have been interrupted.

Removal of Belongings Prior to Recovery

To avoid any loss or inconvenience, please ensure that you kindly remove all belongings from your Audi prior to recovery. Audi Roadside Assistance cannot be held responsible for any loss or damage to personal belongings left in your Audi during the recovery process.

Customer

Is an owner of the Eligible Vehicle in the Covered Countries, or in his absence, any licensed driver authorised by its owner.

Breakdown

Is a sudden and unforeseen electrical or mechanical failure in the Covered Countries causing an Eligible Vehicle to be immobilised or unfit to drive.

In the event of a breakdown, for your own personal safety, be sure to follow all traffic laws and immediately contact Audi Roadside Assistance.

Accident

Is road traffic accident in the Covered Countries causing an Eligible Vehicle to be immobilised or unfit to drive.

Covered Countries

This service is available in the following countries: Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and United Arab Emirates.

Vehicle Transportation Limit

Shall mean the limit for transportation of an Eligible Vehicle as part of the Roadside Assistance Program Services, which shall be the higher of USD 200.00 or 200 kilometers. Any transport cost in excess of this limit shall be charged to the Beneficiary.

Eligible Vehicle

As part of the service, vehicle is required to maintain certain conditions in order to be eligible for this service at all times. To qualify, your Audi vehicle should hold a valid Audi warranty and have been bought from an Audi Dealer within the covered countries. Should you have any questions or concerns regarding the eligibility of your vehicle, please do not hesitate to contact your nearest Audi Service Centre or call Audi Roadside Assistance.

Roadside Assistance Services

Audi Roadside Assistance services will be provided in the countries in line with all local laws and regulations and wherever services can be delivered by land vehicle on public roads where access is possible and permissible by local law. However, unfortunately, at times and in rare cases, there may be external factors that hinder the delivery of service. For instance, roadside assistance services cannot be provided where or when weather, security or other circumstances make the provision of the services impossible or threaten the safety of the persons or equipment intended to provide the services.

Flat Tyre Change

If immobilisation is due to a flat, leaking or damaged tyre on the Eligible Vehicle, then it shall be replaced with the Eligible Vehicle's spare tyre. For this service, the spare tyre must be in the Eligible Vehicle and in good condition. This service cannot be provided if a wheel is damaged as a result of an accident.

If this service cannot be provided, the Eligible Vehicle shall be transported to the nearest Audi Service Centre.

Any repairs needed to fix a damaged tyre and the cost associated with such repairs are the responsibility of the Customer.

Battery Jump Start

If immobilisation is due to a drained battery, then a battery jump-start of the Eligible Vehicle shall be provided. If the jump-start is not sufficient, the Eligible Vehicle shall be transported to the nearest Audi Service Centre.

Fuel Delivery

If immobilisation is due to the Eligible Vehicle running out of fuel, then enough fuel shall be provided so that the Eligible Vehicle can reach the nearest service station, subject to a maximum of ten litres or two gallons.

Lockout Assistance

If the key or the key fob is locked inside the Eligible Vehicle, Audi Roadside Assistance Program shall endeavour to provide manual lockout assistance up to a cost of USD 200.00. Any lockout cost incurred by Audi Roadside Assistance Program in excess of the USD 200.00 limit will be charged to the Customer.

This service does not cover key replacement. This service is subject to the availability of qualified personnel and necessary equipment required to perform this process. If our Recovery Operator is unable to gain entry to the Eligible Vehicle, Audi Roadside Assistance Program may have to arrange for a specialist technician. Modern security systems may make a forced entry necessary. If this is the case, any cost for resulting damage will be Customer's responsibility and they may be asked to sign a declaration stating that they have given permission for this.

Transportation due to Breakdown

If an Eligible Vehicle is immobilised or unable to be driven due to a Breakdown, Audi Roadside Assistance shall arrange, if possible, for transportation of the Eligible Vehicle to the nearest Brand Service Centre, subject to the Vehicle Transportation Limit.

For the avoidance of doubt, the Transportation due to Breakdown service is only for transportation of the Eligible Vehicle. It does not include any repairs or other service on or for the Eligible Vehicle.

Pull Out

If an Eligible Vehicle is stuck in sand no farther than 20 metres from a public paved road, then pull out service shall be provided. For the avoidance of doubt, the Pull-Out service is only for transportation of the Eligible Vehicle. It does not include any repairs or other service on or for the Eligible Vehicle.

Transportation due to Accident

If an Eligible Vehicle other than an Eligible Vehicle (BEV) is immobilised or unable to be driven due to an Accident, Audi Roadside Assistance Program shall arrange, if possible, for transportation of the Eligible Vehicle to the nearest Audi Service Centre, subject to the Vehicle Transportation Limit, applicable local law, and any instructions of police or emergency authorities. If an Eligible Vehicle (BEV) is immobilised or unable to be driven due to an Accident, Audi Roadside Assistance Program shall arrange with the nearest Audi Service Centre to send a technician to inspect the Eligible Vehicle and to instruct and oversee the handling and possible transportation of it by the Service Provider. Only if the Audi Service Centre technician approves its transportation by the Service Provider, the Service Provider shall transport the Eligible Vehicle (BEV) to the nearest Audi Service Centre, subject to the Vehicle Transportation Limit, applicable local law, and any instructions of police or emergency authorities.

The Beneficiary shall have sole responsibility for reporting to and communicating with local authorities and insurance companies, and neither Audi Roadside Assistance Program nor the Service Provider shall have any responsibility therefor.

If the police, emergency or other authorities do not allow Audi Roadside Assistance Program to remove or to transport the Eligible Vehicle, or if the Eligible Vehicle has suffered major damage and cannot be loaded on the Service Provider recovery vehicle or risks causing damage or harm to the Service Provider recovery vehicle or staff, Audi Roadside Assistance Program shall not provide the Transportation due to Accident service and shall have no responsibility or liability for it.

For the avoidance of doubt, the Transportation due to Accident service is only for transportation of the Eligible Vehicle. It does not include any repairs or other service on or for the Eligible Vehicle.

Taxi Reimbursement

If the Eligible Vehicle cannot be assisted at the location of the Breakdown, the Customer can request reimbursement of their taxi ride to the Audi Service Centre where the Eligible Vehicle has been transported or their intended destination in the country, up to a limit of USD 100.00.

Customer should contact Audi Roadside Assistance on their local number to pre-authorise this and send receipt or proof of payment as well as bank details for refund by email to audi@menaroadassist.com

Car Hire

In the event of your breakdown, Audi Roadside Assistance will recover vehicle to the nearest Audi Service Centre for diagnosis and repairs.

If the repair time exceeds 24 hours, Customers can contact Audi Roadside Assistance Program and request for car hire. Audi Roadside Assistance shall endeavour to hire vehicle without driver for the Customer's use for a maximum period of five days, subject to daily limits and the Customer satisfying the requirement of the car hire company for drivers.

The Customer must be able to comply with the car hire company's terms and conditions of hire and shall be responsible for Personal Insurance (PI) and Collision Damage Waiver (CDW) as well as any fuel costs, traffic fines, toll charges and additional days hire. Customer shall be required to provide identification, a valid driving license and a credit card deposit, or car hire service cannot be guaranteed. In certain countries, driving licenses are required to be at least one year old. Certain endorsements on the Customer's license might also limit their eligibility to hire a vehicle. Additionally, insurance requirements usually stipulate that the hirer must be over 25 and less than 65 years of age.

Car Hire will not be provided if the Eligible Vehicle was not recovered by Audi Roadside Assistance Program. Delivery of the hired car is subject to availability.

Exclusions

The Services shall **not include**:

- ▶ repairs in connection with Roadside Assistance Services,
- ▶ desert and off-road recoveries,
- ▶ extraction services including sand and mud.

Audi Roadside Assistance will not be liable to pay for or provide any Roadside Assistance services required, directly or indirectly, due to the following circumstances:

- ▶ Adverse weather conditions such as heavy rains, high winds, sand and hail storms, snow, floods etc.
- ▶ Any costs resulting from the Eligible Vehicle being kept in an un-roadworthy condition, or not being serviced in accordance with the manufacturer's recommendations.
- ▶ Fraudulent act by a Customer or any other person seeking to claim under the Program.
- ▶ The Customer of the Eligible Vehicle being under the influence of intoxicating liquor, solvent abuse or drugs, not having a valid driving license corresponding to the class of the Eligible Vehicle or contravening regulations relating to the carriage of persons, animals or objects in the Eligible Vehicle.
- ▶ Damage or injury intentionally caused by the Customer or resulting from their participation in a criminal act or offence.
- ▶ Participation in motoring racing, rallies, speed or duration testing as well as wagers or challenges.

Whilst the services rendered under **Audi Roadside Assistance are intended to be at no cost to you**, we wish to clarify that **we will not be responsible for the following**:

- ▶ Loss or damage to any property carried in or on your Audi.
- ▶ Cost of replacement parts.
- ▶ Any expenses incurred without the prior authorisation of Audi Roadside Assistance Program or not expressly provided for in this policy.
- ▶ Any assistance or services arranged by or on behalf of the Customer without the prior authorisation of Audi Roadside Assistance Program.
- ▶ Any costs of repairs to the Eligible Vehicle or any other vehicle.
- ▶ Any medical assistance or care for the Customer or any other person other than contacting emergency services if requested by Customer.
- ▶ Any consequential losses arising directly or indirectly from the Breakdown or Accident.
- ▶ Any medical conditions and illnesses.



If, in the opinion of Audi Roadside Assistance, we believe that **a recurring fault is due to poor maintenance of your Audi**, we reserve the right to request **proof of servicing** and to **specify immediate recovery to Audi Service Centre**.