



e-tron Service Plans



Audi Financial Services

Finance. Insurance. Fleet. Mobility.

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Introduction

This guide contains information about your servicing agreement that you may find useful when thinking about your next service. It helps to understand what you are entitled to before you need to visit an Audi Centre, so please read and retain for future reference. To check what level of cover you have purchased, please refer to your welcome email.

When a service is due, please book with any UK Audi Centre or Audi Authorised Repairer at [audi.co.uk](https://www.audi.co.uk) or by telephone, and mention that you have an e-tron Service Plan.

Most Centres have a great range of courtesy options for you to take advantage of, if you book ahead. A service is due every 24 months (or every 18,000 miles on e-tron and e-tron Sportback models, whichever is soonest), and the service indicator will appear on your dashboard to prompt you. More information can be found in your owner's manual.

e-tron Service Plans Levels 1–3

Using this table you can see what is included within the plan you have purchased.

What's Included	Level 1	Level 2	Level 3
Inspection Service – which means a full inspection of key components including battery health and charging cables	x1	x2	x2
Brake Fluid change	x1	x2	x2
Pollen Filter change	x1	x2	x2
Coolant leak reservoir replacement (if required)	x1	x2	x2
2 MOTs			●
Check tyre conditions, braking system, fluid levels and report any issues	●	●	●
Check for vehicle safety, software and product enhancements from Audi's database (implemented with customer's approval)	●	●	●
Audi proof of service record	●	●	●
Reset interval display	●	●	●

Not included:

- ▶ Any wear and tear
- ▶ Glass/Body repairs or any other damage
- ▶ Non-standard service work

Please note: If you ask the Audi Centre to carry out any work not included in the plan, you will need to pay for it when the work is complete. No additional work will be carried out on your vehicle without your authorisation.

Transferring Your Plan

This plan is fully transferable to a subsequent owner if you decide to sell your vehicle before the plan comes to an end. You and the new vehicle owner will need to advise us of the transfer in writing. The agreement is non-refundable and not transferable to another vehicle. For further information please contact customer services on **0370 010 2007** or visit **myaudifinance.vwfs.co.uk**

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Registered office as above | Registered in England number 2835230

V1 06/22