

Contents

Page 2. Introduction

Page 4. Servicing and Documentation / Appearance / Additional Equipment

Page 5. Badges and Labels / Keys and Security / Body Damage

Page 6. Dents

Page 7. Paintwork

Page 8. Bumper Sections and Rubbing Strips / Window Glass / Lamp Glasses and Lens

Page 9. Interior Trim

Page 10. Luggage Area / Door Opening Tread Area / Controls / Rubber Seals / Underside

Page 11. Exhaust System / Oil Leaks

Page 12. Wheels and Wheel Trims

Page 13. Tyre Wear and Damage

Page 14. Mechanical Condition / Brakes / Engine / Transmission / Battery

Page 15. Fair Wear and Tear Guide Summary

Audi Choice

You've taken the time to select the Audi that best reflects your aspirations and lifestyle. Naturally we understand that your Audi represents a valuable investment in a prestige brand and you seek to protect that investment. As you have decided to purchase the vehicle using Audi Choice, we would like to make you aware of some details surrounding the vehicle's required condition at return stage including in relation to the mechanics and the electrics through to the bodywork and the upholstery.

The Fair Wear and Tear Guide summarises the degree of deterioration judged to be reasonable at the end of an Audi Choice contract period. It is also based upon the nominated kilometres you have elected to travel.

Lack of attention to preventative measures, misuse or neglect are the main reasons vehicles experience excessive wear and tear, and this guide aims to provide you with a view of what we consider to be fair.

Audi Financial Services will contact you prior to the end of your Audi Choice contract to determine which of the end of contract options you would like to choose (refer to options in your contract). Audi Financial Services will complete an assessment of your vehicle, should you choose to return it at the end of your Audi Choice contract.

Some suggestions to ensure that your Audi meets the Fair Wear and Tear expectations:

-
- ▶ Regular checks of the vehicle to identify any damage.
-
- ▶ Any irregular noises or change in performance should be taken to an authorised Audi dealership or authorised service provider.
-
- ▶ Ensure that your vehicle is serviced by an Audi dealership or authorised service provider in accordance with the manufacturer's handbook.
-
- ▶ General day-to-day maintenance (e.g. fluids, monitor tyre pressure and tread depth).
-
- ▶ Ensure any and all repairs are done by authorised repairers.
-
- ▶ Regularly clean the bodywork, upholstery and trim.
-
- ▶ Your Audi should not tow beyond its capacity.
-

Audi Choice: Fair Wear and Tear

Servicing and Documentation

Regular maintenance and servicing should be carried out by an Audi dealership or authorised repairer that will follow the manufacturer's guidelines, using approved service parts and lubricants only. Any defects or damage that occur during normal vehicle use should be rectified as soon as practical. The vehicle's instruction book, including the full service record and any other documents relating to vehicle equipment are your responsibility and must be intact and available. All documents must be in the vehicle on its return to Audi Financial Services including any radio codes.

Appearance

Regular cleaning of both the interior and exterior of the vehicle is required. The vehicle should be returned at the end of your contract in a suitably clean condition to allow proper inspection of the paint, body and interior.

Additional Equipment

Accessories that have been installed after the contract is signed and have not been approved by Audi Financial Services are to be removed, and any holes or damage should be made good to a professional standard. All standard equipment, together with non-standard or 'customised' fittings originally supplied, must be returned at the end of the contract period.

Badges and Labels

Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed, with any damage caused by their attachment or removal made good. Any paintwork colour fade due to the attachment of advertising would be chargeable to the user. Advertising should never be painted directly onto the vehicle.

Keys and Security

A full set of keys should be available along with a note of their numbers. Return of the master key which controls the vehicle's engine management system is mandatory. If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system should be fitted according to a recognised standard.

Body Damage

Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch or mis-alignment between panels is unacceptable. Any repairs should be carried out at an approved and authorised repairer.

Dents

Minor dents (20mm in diameter) are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. Multiple dents occurring on a single panel (no matter how small) are unacceptable, and the panel should be repaired or replaced.

Acceptable



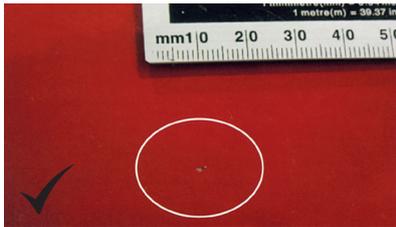
Unacceptable



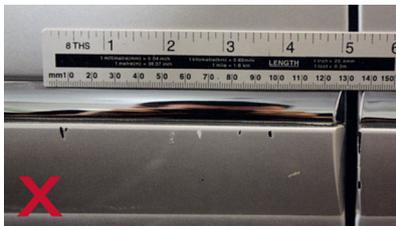
Paintwork

Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, relative to the vehicle's age and mileage, as long as they have not penetrated through to the base metal and caused corrosion. If stone chippings have penetrated through the metal, suitable touching up should be carried out immediately to prevent further paint deterioration. Exterior paintwork should be free from major abrasions (more than 25mm in length) such as paint damage caused by continual use of automatic car-washing, and have good gloss and colour. Colour mismatch between panels, or poorly fitting panels, are unacceptable. All repairs to the bodywork must be suitably re-rust proofed up to the manufacturer's recommended standards. Bird excrement should be immediately removed.

Acceptable



Unacceptable



Bumper Sections and Rubbing Strips

Provided these are not broken, cracked or deformed a limited amount of scuffing and score marks is acceptable.

Window Glass

Cracks or damage within the driver's sight line are not acceptable and would require windscreen replacement. If relatively minor, repair using resin impregnation to motor registry standards is acceptable. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. The windscreen must be able to pass a roadworthy inspection.

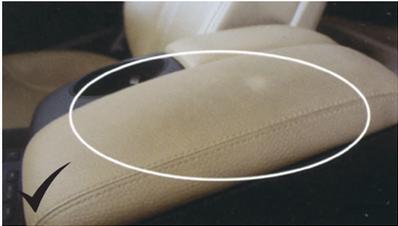
Lamp Glasses and Lens

All lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers or lamp units are not.

Interior Trim

The interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible. Stitching that has come apart is unacceptable and needs to be repaired.

Acceptable



Unacceptable



Luggage Area

Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split.

Door Opening Tread Area

A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn.

Controls

All original controls must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, of the same manufacture as the original, should be fitted. All odometer alterations must be reported and unauthorised odometer changes are unacceptable. Information stored in GPS/Satellite Navigation Systems should be deleted. Missing parts and items will be for your account.

Rubber Seals

Normal wear will cause a certain amount of damage and splits to rubber door and other seals, but any evidence of neglect or misuse is unacceptable. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

Underside

Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally, as significant damage or distortion to chassis components is not acceptable.

Exhaust System

The system should be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in undamaged condition. The exhaust system should be in a condition to meet motor registry requirements in all aspects, particularly if fitted with a catalytic converter. CAT failure is unacceptable and preventable through:

- ▶ Using the correct fuel.
- ▶ Regular servicing and maintenance.
- ▶ Immediately investigating any poor running symptoms.
- ▶ Not tow or clutch starting (for manual transmission) of the vehicle.

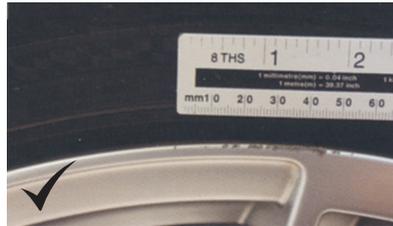
Oil Leaks

Any serious oil leakage should be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil drips are not present.

Wheels and Wheel Trims

Dents or damage to the rim or main body of the wheels are not acceptable. All four wheel trims must be intact, with no more than minor scuffing due to everyday use. If mudflaps are standard equipment they must be intact and properly attached. The spare wheel, jack and appropriate wheel tools must be stowed properly and in good working order.

Acceptable



Unacceptable



Tyre Wear and Damage

All tyres, including the spare, must meet motor registry requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating. There should be no obvious damage to sidewalls or tread caused by 'kerbing' or other heavy misuse.

Unacceptable



Regulation 212 of the National Road Traffic Act, states that no person shall operate on a public road a motor vehicle which is equipped with a regrooved tyre having a bead diameter of 430 millimeters or less. The law says your tyres must have at least 1 millimeter tread and if it falls below that figure, you risk hefty fines and points on your licence. Some tyres have tread wear indicators in the tread pattern to show when the tread is less than 1.6 millimeters. In these cases, if the tread on the tyre is level with these indicators, the tyre must be replaced as it is considered unroadworthy.

Mechanical Condition

Regular servicing and maintenance through an Audi dealership or authorised repairer and in accordance with the vehicle manufacturer's servicing programs should keep the vehicle in sound mechanical condition.

The following examples are conditions usually caused by vehicle neglect or misuse:

Brakes

Brake discs must not be grooved as a result of metal to metal contact.

Engine

The engine must not be seized due to running the vehicle with insufficient coolant, lubricating oil and with broken internal components.

Transmission

There must not be any slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

Battery

The battery must be capable of being charged and operate efficiently in all aspects.

Fair Wear and Tear Guide Summary

These descriptions relate to passenger vehicles having travelled less than 100,000 kilometres. Wear and tear commensurate with higher kilometres, commercial and heavy duty usage will generally apply. If any of the items below are not acceptable as a fair wear and tear item, these will need to be rectified and may be recharged.

Acceptable
Fair Wear
and Tear

General

- | | |
|--|----|
| ▶ Missing Service Manual, Owner's Manual | No |
| ▶ Missing keys or security system remote (if applicable) | No |

Equipment

- | | |
|--|-----|
| ▶ Missing/damaged cigarette lighter, knobs, trims, aerials | No |
| ▶ Missing/damaged tools, jack | No |
| ▶ Information stored in GPS/Satellite Navigation systems should be deleted | Yes |

Glass

- | | |
|---|-----|
| ▶ 1 or 2 minor chips, bullseyes and stars (not in field of vision) | Yes |
| ▶ Major chips, bullseyes and stars (and minor chips in field of vision) | No |
| ▶ Non-operational or cracked/broken headlights or lenses | No |

Tyres

- | | |
|----------------------|----|
| ▶ Unroadworthy | No |
| ▶ Missing spare tyre | No |

Wheel Trims (including hubcaps)

- | | |
|--|-----|
| ▶ Missing, split, badly disfigured, heavy scuffing | No |
| ▶ Minor scuffing | Yes |

Interior - Trim/Upholstery/Carpets/Controls

- | | |
|---|----|
| ▶ Screw holes from car phone removal | No |
| ▶ Seats/trim - burnt, cut, holed, ripped, visible repairs | No |

▶ Soiling to seats and carpets - caused by normal use	Yes
▶ Permanent soiling to seats and carpets - caused by abuse, spills, grease, etc.	No
▶ Rips, cuts, marks, splits to trim and controls	No
▶ Normal odours	Yes
▶ Missing or inferior quality replacement controls	No
▶ Torn or split luggage area trim panels and floor coverings	No

Paint/Body

▶ Minor scratching - less than 25mm in length and shallow, 2 per panel	Yes
▶ Major scratching - more than 25mm in length and deep	No
▶ Minor touch ups or minor flaking	Yes
▶ Prominent touchups, spoils from bird/tree droppings, major flaking	No
▶ Evidence of poor repairs, colour mismatch, mis-alignment between panels	No
▶ Major abrasions - more than 25mm, signs of constant use of automatic car wash	No
▶ Dents - greater than 20mm diameter or paint surface penetration	No
▶ Dents - less than 20mm diameter, no paint surface penetration	Yes
▶ Hail damage, buckling, distortion, missing badges	No
▶ Minor stone chipping on bonnet, lower doors, wheel guards	Yes

▶ Prominent areas of major stone chipping	No
▶ Un-repaired or poorly repaired aerial holes (or aerial must be left in place)	No
▶ Damage caused to the vehicle due to the attachment or removal of decals/stickers	No
▶ Damage to paintwork from bird and bat droppings	No

Mouldings/Grille/Bumpers/Mudflaps

▶ Minor parking damage - scuffing, light scratches	Yes
▶ Medium damage - divots, gouging, minor dents, cracks	No
▶ Major damage - rips, major dents, distortions, holes	No
▶ Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicle	No

Underbody

▶ Minor dents and deformations	Yes
▶ Major impact damage	No
▶ Exhaust leaks which are the result of visible damage to the exhaust system	No

Mechanical Condition

- ▶ Failure to service and maintain the vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g. engine seizure, metal to metal brakes, transmission failure)

No

Audi Financial Services is a division of Volkswagen Financial Services South Africa (Pty) Ltd, an authorised financial services and registered credit provider (NCRC6635). This guide has been prepared using the statement of the interpretation of Fair Wear and Tear Guidelines published by the South African Vehicle, Rental and Leasing Association. Current at time of print August 2015.
