

## Audi Approved Repairer Guide

What should I do in the event of an accident?

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# Audi Approved Repairer

The Audi Approved Repairer network has been created to ensure that the repair of every damaged Audi is performed to the highest possible standard.

Most importantly, the network is supported by Audi Australia. This means the latest information, training and technology is available when repairing your Audi.

Audi Approved Repairers maintain your manufacturer's three-year paint warranty and a 12-year body protection warranty against rust perforation, giving you peace of mind.

In order to maintain your guarantee, your Audi should be inspected every 12 months to verify its condition and to ensure that it has been repaired and maintained to the highest factory standards. This inspection will be carried out during your annual service.



# Our Commitment to Quality

Throughout the repair process only Audi Genuine Parts are used, thereby maintaining the safety and integrity of your Audi.

We recommend you fit only Audi Genuine Parts as they are the only parts built to the exact specifications of your vehicle's original components and guarantee the ANCAP safety rating is maintained.

All work is performed by repairers who have been trained to the strict Audi standards, utilising factory support and workshop repair manuals to ensure the correct procedures are followed.

When ready for refinishing, your Audi will be meticulously prepared before the priming and repainting process begins. The use of advanced paint systems delivers the highest quality of finish.

Careful reassembly of your vehicle takes place prior to extensive quality checks and final calibration of any Advance Driver Assistance Systems by your local Audi Dealer.

Your Audi will then be cleaned and returned to you in pristine condition.



# Repairing your Audi

Unfortunately, accidents do happen. It may not be your fault but, one day, your Audi may be in need of professional repair.

You'll be faced with an important decision.

Who will repair your Audi back to its original condition? There is no reason to accept anyone less than an Audi Approved Repairer.

We recommend you choose an insurance policy that allows you to select your repairer.

Audi Premier Motor Insurance does, so you can choose an Audi Approved Repairer.

If you need to find your nearest Audi Approved Repairer, contact AudiCare Roadside Assistance on 1800 818 833 or press the Online Roadside Assistant button on vehicles with Audi connect *plus*.\*

We will arrange for your vehicle to be recovered to your nearest Audi Approved Repairer.



\*In the event of an accident, the customer can place a call for assistance by pressing the Online Roadside Assistance button in the roof module.

# Audi Premier Motor Insurance

Genuine protection,  
precision engineered for Audi drivers

No-one knows how to protect your Audi better than us. Not only do we ensure that only Audi Genuine Parts<sup>1</sup> will be used, but you can also choose an Audi Approved Repairer to perform the repair. We will also take care of up to \$1,000 following an accident – for emergency accommodation and travelling expenses<sup>2</sup> – if you are more than 100 km from home.

## New for Old Replacement

We even offer a replacement<sup>3</sup> vehicle after a total loss within three years of the original registration date. So you can be confident you're taken care of.

## Audi Genuine Parts

We will use Audi Genuine Parts, exchange Audi Genuine Parts or Audi Genuine Accessories, this benefit applies if the parts are available from an authorised Audi Dealer<sup>1</sup>.

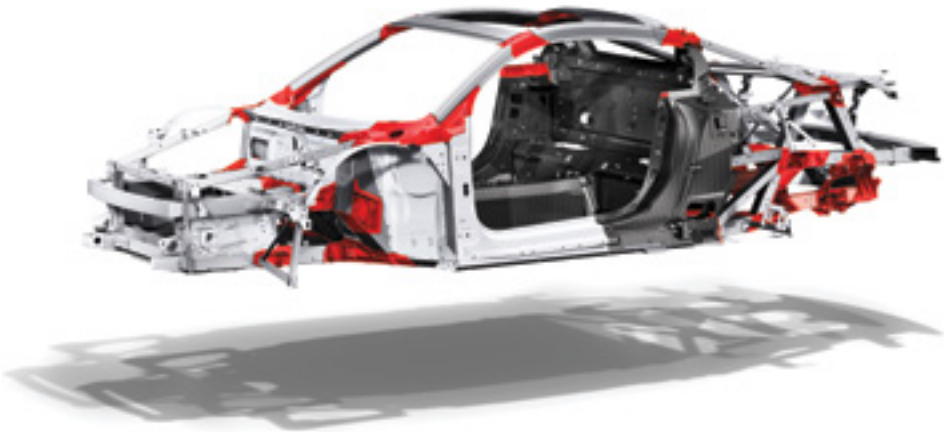
## Choice of repairer

You may use any repairer from the Audi Approved Repairer Network found at **[www.audi.com.au](http://www.audi.com.au)**, choose your own repairer or we can assist you in selecting a suitable repairer to repair the damage to your vehicle.

For more information, on the Audi Approved Repairer Network **scan the QR code.**



1. Launch your smartphones camera
2. Point it at the QR code
3. Tap to trigger the code's action



This is a summary only. For the standard terms, conditions, limits and exclusions of cover please refer to the Product Disclosure Statement:

Audi Premier Motor Insurance is issued by Allianz Australia Insurance Limited, AFS Licence No. 234708 ABN 15 000 122 850 (Allianz). In arranging this insurance, Audi Financial Services ABN 20 097 071 460 (Audi) and the authorised dealers act as agents of Allianz and not as your agent. Neither Audi nor any of its related companies have any liability in respect of this policy. For further information or assistance please contact 1300 203 091.

Volkswagen Financial Services Australia Pty Limited trading as Audi Financial Services.

<sup>1</sup>If we are unable to fix a damaged part, we will: where locally available authorise the part to be replaced with new Audi Genuine Parts; where a new part is not available, authorise the part to be replaced with reconditioned or recycled Audi Genuine Parts; or where Audi Genuine Parts (new or used) are not locally available, authorise only new, recycled or reconditioned parts that meet the requirements of Australian Design Rules (ADR).

<sup>2</sup>We will pay for any reasonable additional travel or accommodation expenses incurred by you as a result of a covered accident, provided that at the time of the covered accident your vehicle was more than 100 kilometers from the address where it is normally parked at night. We will not pay accommodation expenses if you had intended to pay for overnight accommodation in any event. Traveling expenses extends to include the cost of collecting of your vehicle following repairs. The maximum amount we will pay for accommodation and traveling expenses combined resulting from any one claim or incident is up to \$1,000.

<sup>3</sup>If your vehicle was purchased new or as a demonstrator model by you, and becomes a total loss within three years of the starting date of the original registration, we will replace your vehicle of the same make, model engine size, features and paint type if such a vehicle is available in Australia.



# Audi Approved Repairer Locations across Australia

## NSW

### **Alto Panel Shop**

405 Pacific Hwy,  
Artarmon NSW 2064  
Ph: (02) 8026 6666  
artpanel@alto.com.au

### **Alto Panel Shop**

320 Pennant Hills Rd,  
Pennant Hills NSW 2120  
Ph: (02) 9875 0111  
panel-ph@alto.com.au

### **Alto Panel Shop**

18 Dunn Rd,  
Smeaton Grange NSW 2567  
Ph: (02) 4645 3222  
macarthurpanel@alto.com.au

### **Autohaus Prestige**

210 Silverwater Rd,  
Silverwater NSW 2128  
Ph: (02) 9713 2422  
panel@autohausprestige.com.au

Customer drop off facility  
116 Queens Rd,  
Five Dock NSW 2046

### **Mosman Smash**

26-28 Chard Rd,  
Brookvale NSW 2100  
Ph: (02) 9907 1161  
info@mosmansmash.com.au

### **Scientific Motor Body Repairs**

7-9 Perry St,  
Matraville NSW 2036  
Ph: (02) 9212 3566  
customerservice@smbw.com.au

## VIC

### **BMB Prestige Collision Repairs**

88-90 Railway Rd,  
Blackburn VIC 3130  
Ph: (03) 9875 9875  
bmb@bencar.com.au

### **Zagame Autobody**

31 - 69 Western Ave,  
Westmeadows VIC 3049  
Ph: 1300 000 924  
autobody@zag.com.au

Customer drop off facility

### **Audi Centre Melbourne**

577 King St,  
West Melbourne VIC 3003  
Ph: (03) 8327 6200

### **Audi Richmond**

410 Swan St,  
Richmond VIC 3121  
Ph: (03) 8415 8888

### **Audi Centre Brighton**

869 Nepean Highway,  
Bentleigh VIC 3204  
Ph: (03) 9519 8888

### **Audi Mornington**

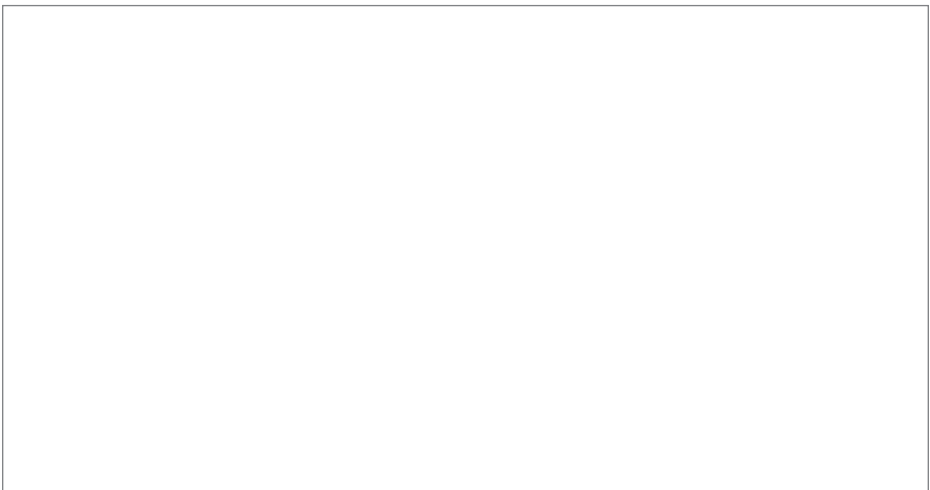
117 Tyabb Road,  
Mornington VIC 3931  
Ph: (03) 5975 5455

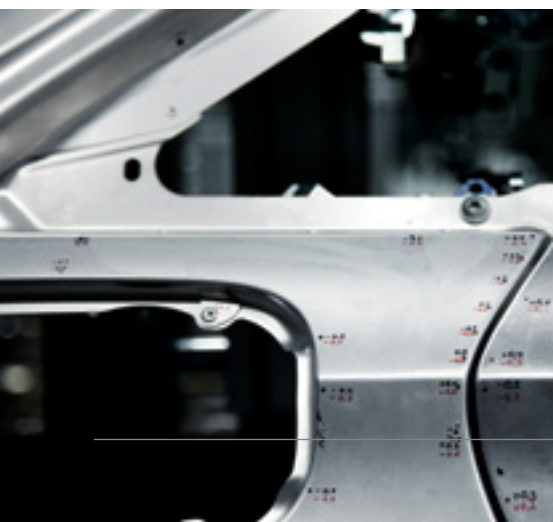


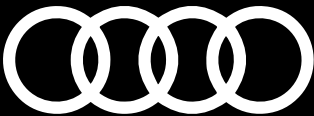


# What should I do in the event of an accident?

1. Put on your hazard lights and switch off the engine.
2. Make sure everyone involved in the accident is safe and free from injury.
3. If anyone has sustained injuries, call for an ambulance on 000 immediately.
4. Contact the Police on 000 if a major traffic incident seems likely, or if the other driver leaves the scene.
5. Carefully inspect the scene and record as many details as you can, you can use your smartphone camera to take photos of the accident scene and any third party details.
6. If you don't have a smartphone you can draw a diagram of the accident scene in the space below.
7. Contact AudiCare Roadside Assistance on **1800 818 833** or press the Online Roadside Assistant button on vehicles with Audi connect *plus* for further information.







To find your nearest Audi Approved Repairer, contact AudiCare Roadside Assistance on **1800 818 833** or press the Online Roadside Assistant button on vehicles with Audi connect *plus*.