

# Only 75 Days Remain:

Preparing for your next Audi experience



Audi A4

Audi Finance



# It's Time to Prepare ...

Thank you for leasing with Audi Finance. We look forward to helping you make a smooth transition as you near the end of your lease.

The following pages will help you explore your lease-end options:

1. Lease or purchase a new or Certified Pre-Owned Audi model.
2. Purchase and keep your current Audi vehicle.

If you've enjoyed Audi's best in class performance, we'd like to help you continue the experience. As a token of our appreciation, we'll waive the security deposit\* on your next Audi lease.

\*Unless required as a condition for leasing certain models



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# Your Lease-End Options

## Option 1: Turn In Your Audi Vehicle

As you explore your next Audi model, the following steps will complete your current lease:

1. Go to [audi.ca](http://audi.ca) to configure your next model and schedule a test drive with your Audi dealer.
2. Review your vehicle's condition.
3. Schedule your inspection.
4. Turn in your vehicle to your Audi dealer.

See next pages for more details


## Option 2: Purchase Your Audi Vehicle

Not ready to part ways? That's understandable. Here's how to purchase your current vehicle:

1. Contact your Audi dealer for instructions on how to purchase your vehicle.
2. Consider the financing offers available through Audi Finance.
3. Follow provided instructions to complete your purchase.



# Review Your Vehicle for Wear and Tear


Some vehicle wear and tear is expected. The following pages outline common damage items and what we consider “excess” wear and tear. Make sure to use our “Wear and Tear” card where you see  beside any picture. This card is located in the back of this booklet and will assist you in conducting your own vehicle self-inspection.



Audi A6 Avant



## Helpful Tools/Resources

- ▶ Wear and Tear Guide 
- ▶ Go to the Audi Finance section on [audi.ca](http://audi.ca) and review the “Leasing” sub-section.
- ▶ Contact your Lease-end Representative at Audi Finance at (866) 400-7694.

# Review Your Vehicle for Wear and Tear

## Exterior

### Excess Wear and Tear



- ▶ Dents (anything larger than a quarter)
- ▶ More than two dings per panel, without paint damage (anything the size of a quarter or smaller)
- ▶ Paint scratches (anything longer than 5 cm/2 inches)
- ▶ Scratches, dents, gouges and chips larger than 5 cm/2 inches on bumper or panel
  
- ▶ Severe paint chips
- ▶ Improperly completed body repairs (mismatched paint, sanding marks and incomplete dent removals)
- ▶ Multiple dents, scratches or chips per body panel
  
- ▶ A full replacement of the windshield will be necessary if three or more chips are present or the VIN plate is not visible
- ▶ Unrepaired chips on the windshield will be charged
- ▶ Cracked, heavily pitted glass or a chip that has begun to spider or is located in the driver's line of sight will require a full windshield replacement

# Review Your Vehicle for Wear and Tear

## Interior

### Excess Wear and Tear



- ▶ Upholstery holes, tears, burns
- ▶ Staining of the upholstery, carpet or interior panels
- ▶ Damage to the convertible top
- ▶ Any equipment that came with your Audi vehicle must be returned with it. This includes the CD player, navigation CDs and DVDs, airbags, boot cover for the convertible top, wheel lock key, owner's manuals and car keys and remotes (there should be two, and an additional valet key if one came with your car). Any missing items will incur a charge

## Aftermarket Accessories/Mechanical

### Excess Wear and Tear



Most modifications made to your Audi will incur charges, including but not limited to the following:

- ▶ Modifications to the engine or suspension
- ▶ All aftermarket accessories that are not Audi genuine parts installed by your dealer
- ▶ Decals or alteration to the paint
- ▶ A poor quality window tint is not acceptable (the tint is scratched, torn, bubbling or any colour but black)
- ▶ Hitch: Trailer or other types (unless included on the Q7 or Q5 model). See FAQ section for more details
- ▶ Service indicator lights are ON (check engine light, airbag light, etc.). Please have these attended to before returning your Audi (check with your dealer to see if the repair is covered under warranty)

# Review Your Vehicle for Wear and Tear

## Tires and Wheels

### Excess Wear and Tear



- ▶ One or more tires, including the spare, have less than 3.2 mm/1/8 inch of tread remaining at the shallowest point
- ▶ All five tires must match the original tires in size, type and speed rating (and on quattro® models they need to be the same brand)
- ▶ The spare cannot be used to replace one of the other four tires and must be included in the vehicle
  
- ▶ Retreads, winter or snow tires, gouged tires or tires with cut or plugged sidewalls
- ▶ Winter tires are acceptable if your car is returned to the dealership between October 15<sup>th</sup> and April 15<sup>th</sup> and also provided they meet the other tire wear conditions. If you are using alternate rims (alloy or steel) with your winter tires, please note that the vehicle must be returned with the original alloy wheels and acceptable tires **installed** on the vehicle
- ▶ Broken, missing or severe curb damage to the wheel cover/cap will result in charges
  
- ▶ Unreparable steel wheels or alloy wheels that are broken, missing or bent
- ▶ Alloy wheels with curb damage can be reconditioned. If the damage is severe, the wheel itself must be replaced. In either instance, a charge will be incurred

# Schedule Your Vehicle Inspection

You can schedule an inspection appointment by calling the inspection service provider retained by Audi Finance at (866) 585-8050. Appointments are available Monday through Friday between 8 a.m. and noon and between 1 and 5 p.m. They can be scheduled at your home or work.

During the inspection, a specialist will evaluate your vehicle for normal and excess wear and tear. Upon completion, you will receive an inspection condition report, which itemizes any excess wear and tear.

Any excess wear and tear will be billed on your Final Lease Settlement Invoice unless you choose to have the items repaired prior to turn-in.

If you have any excess wear and tear charges, we highly recommend that you review the inspection results with your Audi dealer.

Make sure to ask your dealer if any of the repairs needed are covered under warranty, which may minimize your out-of-pocket expenses. Once the repairs are completed, mail or fax the receipts to us prior to returning your vehicle to ensure proper credit to your account.

Audi Finance  
Lease-end Department  
500 – 3333 Côte-Vertu Blvd.  
Saint-Laurent, QC H4R 2N1  
Fax: (877) 882-8224



## Inspection Checklist

- ▶ Clean your vehicle inside and out
- ▶ Make sure all items are present:
  - ▶ Vehicle ownerships/registrations
  - ▶ All keys and remotes
  - ▶ Owner and service manuals
  - ▶ Headrests
  - ▶ Navigation discs (if applicable)
  - ▶ Cargo covers (if applicable)

## To Schedule Your Inspection...

Call the inspection service provider at (866) 585-8050.



## Turn In Your Vehicle

Once your inspection and desired repairs are completed, turn in your vehicle and prepare for your next Audi experience. Here's how:

1. Contact your original dealer to set up a turn-in appointment.
2. At the time you return your vehicle at the dealership, you will be asked to complete a Vehicle History Disclosure Form.
3. Keep copies of all documents for your personal records.



Audi A4 Avant

## Audi Finance Loyalty Offer

As a returning Audi Finance client, we will waive the security deposit\* on your next Audi lease.

\*Unless required as a condition for leasing certain models

## Explore the Audi Model of Your Future

Performance, design, safety and luxury are at the top of your requirements list and ours too. You'll be pleased to know that Audi has continued to evolve in each of these areas. There's never been a better time to explore the Audi model of your future. Consider this the perfect impetus to experience and acquire another Audi model that reflects your unique style.

Visit [audi.ca](http://audi.ca) to discover the latest special offers, select your next vehicle and contact your Audi dealer to schedule a test drive.

# Frequently Asked Questions

1. Can I return my vehicle to a non-Audi dealer?

- ▶ No. Your vehicle must be returned to an authorized Audi dealer. Contact your Audi dealer to schedule a turn-in appointment.

2. Can I turn in my vehicle early without additional fees or penalties?

- ▶ You may turn in your vehicle before your maturity date without any early termination fees or penalties. However, you are still responsible for the remaining payments, taxes, excess kilometres, wear and tear and any unpaid charges.

3. What charges can I expect on my Final Lease Settlement Invoice?

- ▶ You are responsible for:
  - ▶ Excess wear and tear
  - ▶ Any remaining payments
  - ▶ Any charges specified in your lease agreement that haven't been paid
  - ▶ Excess kilometres charges
  - ▶ All applicable taxes

4. I installed a hitch on my vehicle. What should I do at lease-end?

- ▶ Please note that hitch installation is considered an unauthorized modification to the vehicle (unless factory installed on certain models). However, leaving the hitch on the vehicle will result in a lesser charge than removing it.

5. When will I get the refund of my security deposit?

- ▶ Provided that there are no outstanding charges due to Audi Finance, your security deposit will be mailed to you within two weeks after Audi Finance has been notified of the vehicle return by the dealership.

6. I am unable to return the vehicle on the scheduled maturity date. What should I do?

- ▶ Please contact our Lease-end Department at (866) 400-7694 as soon as possible to make alternate arrangements.

## How to Contact Us

- ▶ For questions, call (866) 400-7694, Monday through Friday, from 8 a.m. to 8 p.m. (ET).
- ▶ To schedule an inspection, contact the inspection provider directly at (866) 585-8050.
- ▶ To submit repair receipts prior to turn-in, fax them to (877) 882-8224 or mail them to Audi Finance, Lease-end Department, 500 – 3333 Côte-Vertu Blvd, Saint-Laurent, QC H4R 2N1.

## Your Wear and Tear Guide

Simply remove this card and hold it against any dings or dents on your vehicle. It can also be inserted in your tire tread. The guidelines on the card will help you assess potential excess wear and tear items on your vehicle prior to its inspection.

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