



## A look at fair wear and tear



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## About this guide

### What's it all about?

This guide explains the vehicle inspection which takes place at the end of your contract hire agreement. We detail the inspection process, describing the criteria the inspector uses to assess our vehicle for general wear and tear. This is based on the industry wide recognised BVRLA standards.

We also outline how you can assess our vehicle in advance, ensuring that there are no surprises on the inspection day. After the inspection, we go through what will happen next, depending on the outcome. And that's not all. We've included helpful tips about keeping your vehicle in good condition with simple routine maintenance.

Finally, we explain what to do if you're not satisfied with the inspection decision.

Time to take a closer look.

Please note: The pictures used in this brochure are for illustration purposes only.

## Top ten considerations for your agreement

- 1. Returning our vehicle –**  
Approximately 3 months before the end of your contract, you will be contacted to arrange inspection and collection. Or you can contact our agents directly on 0845 700 4433.
- 2. Cherished plate –** If you have a cherished plate on our vehicle this must be removed by the end of the hiring period. You must arrange this at least 2 months before the end of the agreement by calling customer services on 0870 010 2007.
- 3. Removal of non standard equipment –** Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in body work or trim must be repaired to the original standard.
- 4. Repairs: Accident and damage –** If the vehicle needs to be repaired at any time make sure that all accident damage repairs are carried out at paint and bodywork shops authorised by us. Please refer to section 9.4 of the terms and conditions of your agreement.
- 5. Tyres –** Worn or damaged tyres must be replaced with the original specification. The load and speed rating should also match.
- 6. Service and maintenance –**  
Ensure our vehicle is serviced and maintained at an Audi Centre or authorised repairer in line with manufacturer recommendations.
- 7. Make your own assessment –**  
Clean and thoroughly check our vehicle before inspection. Refer to details enclosed.
- 8. Original specification –** Vehicles should be returned with all original manufacturer extras including:
  - ▶ Satellite navigation discs
  - ▶ CD cartridges
  - ▶ Spare wheel
  - ▶ Jack etc.

This list is not exclusive.
- 9. Keys –** Both keys should be made available at both inspection and collection. Any missing items will be charged on inspection.
- 10. Documentation –** At inspection and collection you will need to supply:
  - ▶ Complete literature pack including service book
  - ▶ Valid MOT (where applicable)
  - ▶ All repair certificates and invoices where applicable.

## About the vehicle inspection

When the time comes to hand back our vehicle, an inspector nominated by Audi Finance carries out a detailed inspection according to the industry-wide accepted standards which are detailed in this booklet. The level of inspection is determined by the vehicle's mileage and lasts around 30 minutes. It assesses the condition of your vehicle and checks that all documents and equipment are in order.

Naturally, we need our vehicle to be available. As you would expect, it should be legally parked in a safe place with easy all-round access. Please have all the vehicle documents and equipment ready for the inspector to see. When the inspection is over the vehicle may be taken away, so please be mindful of your transport arrangements.

## How it works

The inspector will carefully examine the vehicle to ensure everything is in order for its return. If there are any defects, damage or missing items, the inspector will make a record and may take photographs of the vehicle. At the end of the inspection you will see the final report.



## What you need to provide

To make an accurate assessment, the inspector has to check the vehicle's documents. These need to be current and complete. Please assist the inspection process by making sure all the relevant information is available.

### The documents you need to show the inspector are:

- ▶ A complete literature pack
- ▶ A valid MOT certificate (where applicable)
- ▶ Extended warranty receipts
- ▶ All repair certificates (where applicable)
- ▶ A V5 (where applicable)

Spare keys, alarm transmitters, locking wheel nuts etc. must also be seen. Satellite navigation discs, CD cartridges, spare-wheel, jack etc. should be intact and accessible. After the inspection, these things must be returned with the vehicle when it is taken away.

### 1. Telephone kits

Please take out all non-standard telephone kits before the inspection. Any damage caused by their removal will be subject to costs.

### 2. Signs and transfers

The vehicle must be returned in its original condition. All non-standard transfers and sign writing therefore need to be removed before the inspection. Any damage caused by the removal of signs and transfers will result in additional costs.

### 3. Service history

As part of the agreement, the vehicle should have been regularly serviced by an Audi Centre or authorised repairer and according to the manufacturer's recommendations.

The inspector will record any vehicle not serviced within the last two years as well as any with a variable service record.

## Checking your vehicle before the inspection

1. It's best to give yourself plenty of time to look over the vehicle and deal with any problems – checking three months before the inspection should give you plenty of time to sort things.
2. Wash and clean the vehicle before you assess it. Insure there are no smears that could hide faulty paintwork.
3. Make sure you assess the vehicle in good light, preferably natural daylight as this is how the inspector will see it. Poor light means you could miss something.
4. Walk around the vehicle looking closely at it in sections. Try assessing the panels first then the roof, bonnet or hatchback. Carefully consider the reflection of the light as this can expose dents and/or scratches.
5. Get down and look at the paintwork from a lower level so you can see any details more easily.
6. Pay particular attention to headlamps, indicators and mirrors. Look for holes, cracks and scratches.
7. Feel the tyres for gouges. Check the tread depth and whether it's even. Look all around the wheel for damage. Turn the steering wheel on a full lock to check the inner edges of the tyres for uneven wear.
8. Clean and vacuum the inside. Check upholstery for rips, burns, unsightly marks or excess wear.

## After the inspection

Our aim is to make the inspection process as straightforward as possible. So when it is completed you will be given the opportunity to study the vehicle report. It explains any damage that has been found and the cost of putting it right.

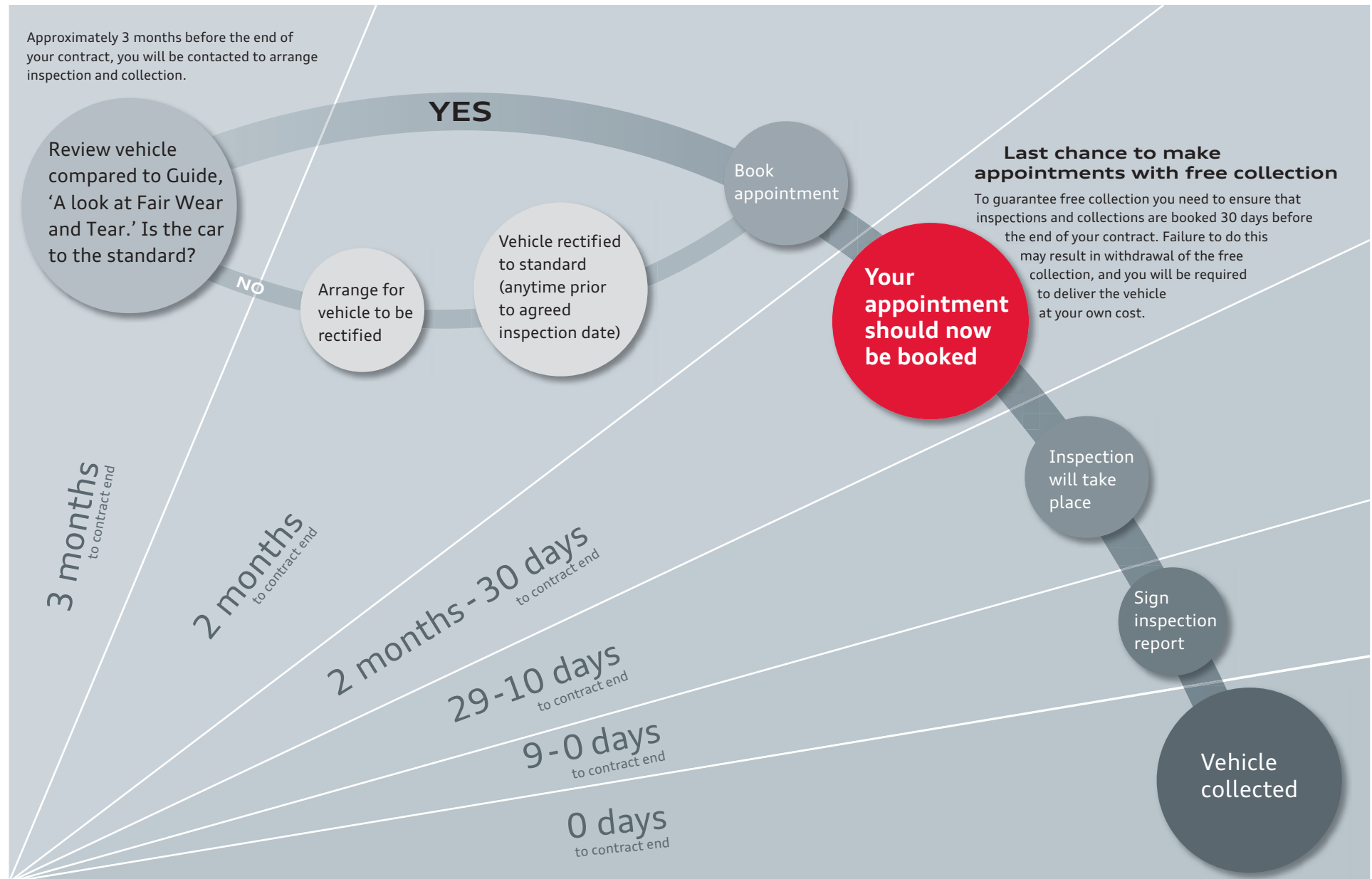
### What if I'm not satisfied?

If you have concerns and do not wish to sign the inspector's document, you will be given a letter explaining how to contact us and what to do next.

### Vehicle collection

The inspection marks the end of your agreement, so be prepared as the vehicle may be taken away immediately afterwards.

## End of Contract process for the inspection and collection of your vehicle





**Vehicles with a mileage  
not exceeding 29,999 miles**

Vehicles not exceeding  
29,999 miles

## 1. Body and paint

The smallest scratch can rust and corrode. Make sure any damage receives the proper treatment as soon as possible. There are certain minor marks, scratches, chips and dents that are acceptable to the inspector, whilst other more serious damage is definitely unacceptable. To help you assess your vehicle ahead of the inspection, we have listed what will and will not pass the inspector's standards.

### Acceptable

- ▶ Very minor body dents, which are not visible on a two-metre arc appraisal\* and with no paintwork damage
- ▶ Stone chips on forward-facing panels, which are consistent with the age and mileage of the vehicle
- ▶ Scratches that can be polished out

### Not acceptable

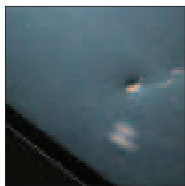
- ▶ Excessive chips that affect the vehicle's appearance
- ▶ Chips on a panel/chips causing rusting
- ▶ Scratches deep enough to reach the bare metal
- ▶ Scratches affecting the vehicle's appearance
- ▶ Previous body repairs and paint corrections easily visible
- ▶ Poor colour match, ripples, preparation marks, visible over spray, masking lines or excessive dirt in paint
- ▶ Dents on high-profile panels such as bonnets, wheel arches etc.
- ▶ Underbody damage that affects the vehicle's structure or warranty
- ▶ Unprofessional repairs
- ▶ Damage caused by contamination such as bird lime

**Special note:** When a panel is estimated for repair, it may be necessary to include the adjacent panels to make sure they blend together.

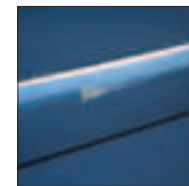
\*Please see illustration on page 50.



Acceptable



Not acceptable



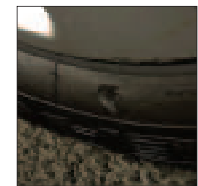
Acceptable



Not acceptable



Acceptable



Not acceptable

## 2. Bumpers and trims

These can be subject to tears and scuffs which go unnoticed without proper inspection. You will, therefore, need to repair or replace broken, cracked or distorted mouldings and trims in accordance with the manufacturer's standards.

### Acceptable

- ▶ Light scuffing to non-painted parts

### Not acceptable

- ▶ Scratches
- ▶ Cuts
- ▶ Gouges
- ▶ Any distortion that affects the vehicle's appearance

## 3. Tyres

To prevent excess wear to the tread's edges and/or centre keep the pressures in line with the manufacturer's recommendations - under-inflated tyres wear more quickly around the edges, whilst over inflation leads to excess wear in the centre.

### Acceptable

- ▶ Correct size and speed ratings
- ▶ Minimum 2mm tread depth across all treads, including the spare
- ▶ All vehicles must be returned with a spare wheel or space-saver spare wheel fitted with tyres that carry the European Standard 'E' mark (or a complete tyre inflation kit) - as originally supplied with the vehicle

### Not acceptable

- ▶ Uneven wear
- ▶ Incorrect speed rating
- ▶ Remoulds or tyres without a European Standard 'E' mark
- ▶ Any bulge, gouge, crack, cut, plugged or torn sidewall

For more information please see the 'Tyres and treads' section on page 30.

## 4. Wheels and trims

Alloy wheels and trims are easily damaged and expensive to replace so it's advisable to take particular care when parking and manoeuvring. The spare wheel must be legal and roadworthy. Make sure the spare wheel is in order, complete with locking wheel nuts.

### Acceptable

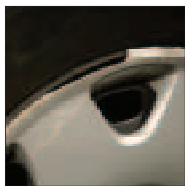
- ▶ Light scratches limited to less than 50% of the wheel rim
- ▶ Corrosion not caused by wheel rim damage
- ▶ Light scuffs on the rim edge of wheel trims

### Not acceptable

- ▶ Damage to the main body of the wheel
- ▶ Cracked or split wheel trims



Acceptable



Not acceptable

## 5. Interior

The inside of a vehicle should be kept clean, paying particular attention to seats, mats and the foot wells. The interior must be in good condition, commensurate with the age and mileage of the vehicle.

### Acceptable

- ▶ Normal wear and tear to carpets, trim, upholstery etc.
- ▶ Seat cover/trim repairs of a high standard
- ▶ Vinyl or hard plastic repairs of a high standard

### Not acceptable

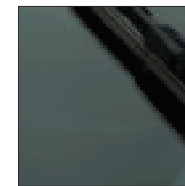
- ▶ Non-standard phone kits
- ▶ Damage caused by removing phone kits
- ▶ Burns or cuts to trim, seat covers, headlining and floor coverings
- ▶ Stains or permanent discolouration
- ▶ Removal of original/retro fitted items, for example DVD screens



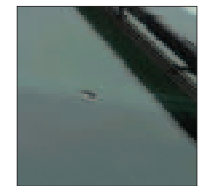
Acceptable



Not acceptable



Acceptable



Not acceptable

## 6. Glass

If damage to the windscreen occurs to restrict driver vision or is near to heating elements, it should be dealt with immediately. A small chip can lead to a shattered windscreen so all chips, cracks and holes should be repaired at the first opportunity.

### Acceptable

- ▶ Surface chips with no spreading cracks
- ▶ Lenses with minor chips not affecting the vehicle's appearance or the lamp's performance

### Not acceptable

- ▶ Scratches and cracks in glass
- ▶ Stone chips with signs of cracking
- ▶ Windscreen scratches caused by faulty wiper blades

**Vehicles with mileage  
between 30,000 and 64,999 miles**



Vehicles between  
30,000 to 64,999 miles

## 1. Body and paint

The smallest scratch can rust and corrode. Make sure any damage receives the proper treatment as soon as possible. There are certain minor marks, scratches, chips and dents that are acceptable to the inspector, whilst other more serious damage is definitely unacceptable. To help you assess your vehicle ahead of the inspection, we have listed what will and will not pass the inspector's standards.

### Acceptable

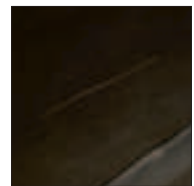
- ▶ Minor body dents, which are not visible on a two-metre arc appraisal\* and with no paintwork damage
- ▶ Stone chips on forward-facing panels, which are consistent with the age and mileage of the vehicle
- ▶ Scratches that can be polished out
- ▶ Minor scratches around the door locks, handles, fuel filler flaps etc.
- ▶ One dent per vehicle under 25mm diameter with no paintwork damage and not directly on the swage line which is visible on a two-metre arc appraisal\*

### Not acceptable

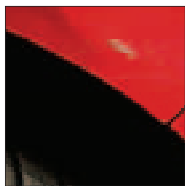
- ▶ Excessive chips that affect the vehicle's appearance
- ▶ Chips on a panel/chips causing rusting
- ▶ Scratches deep enough to reach the bare metal
- ▶ Scratches affecting the vehicle's appearance
- ▶ Previous body repairs and paint corrections easily visible
- ▶ Poor colour match, ripples, preparation marks, visible over spray, masking lines or excessive dirt in paint
- ▶ Dents on high-profile panels such as bonnets, wheel arches etc.
- ▶ Unprofessional repairs
- ▶ Damage caused by contamination such as bird lime

**Special note:** When a panel is estimated for repair, it may be necessary to include the adjacent panels to make sure they blend together.

\*Please see illustration on page 50.



Acceptable



Not acceptable

## 2. Bumpers and trims

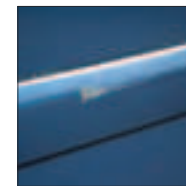
These can be subject to tears and scuffs which go unnoticed without proper inspection. You will, therefore, need to repair or replace broken, cracked or distorted mouldings and trims in accordance with the manufacturer's standards.

### Acceptable

- ▶ Light scuffing to non-painted parts including the rear bumper from loading/unloading
- ▶ Minor damage
- ▶ Minor distortions up to 25mm with no paintwork damage

### Not acceptable

- ▶ Scratches
- ▶ Cuts
- ▶ Gouges
- ▶ Any distortion that affects the vehicle's appearance



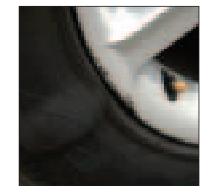
Acceptable



Not acceptable



Acceptable



Not acceptable

## 3. Tyres

To prevent excess wear to the tread's edges and/or centre keep the pressures in line with the manufacturer's recommendations – under-inflated tyres wear more quickly around the edges, whilst over inflation leads to excess wear in the centre.

### Acceptable

- ▶ Correct size and speed ratings
- ▶ Minimum 2mm tread depth across all treads, including the spare
- ▶ All vehicles must be returned with a spare wheel or space-saver spare wheel fitted with tyres that carry the European Standard 'E' mark (or a complete tyre inflation kit) – as originally supplied with the vehicle

### Not acceptable

- ▶ Uneven wear
- ▶ Incorrect speed rating
- ▶ Remoulds or tyres without a European Standard 'E' mark
- ▶ Any bulge, gouge, crack, cut, plugged or torn sidewall

For more information please see the 'Tyres and tread' section on page 30.

## 4. Wheels and trims

Alloy wheels and trims are easily damaged and expensive to replace so it's advisable to take particular care when parking and manoeuvring. The spare wheel must be legal and roadworthy. Make sure the spare wheel is in order, complete with locking wheel nuts.

### Acceptable

- ▶ Light scratches limited to less than 50% of the wheel rim
- ▶ Corrosion not caused by wheel rim damage
- ▶ Light scuffs on the rim edge of wheel trims

### Not acceptable

- ▶ Damage to the main body of the wheel
- ▶ Cracked or split wheel trims



Acceptable



Not acceptable

## 5. Interior

The inside of a vehicle should be kept clean, paying particular attention to seats, mats and the foot wells. The interior must be in good condition, commensurate with the age and mileage of the vehicle.

### Acceptable

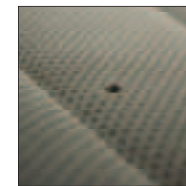
- ▶ Normal wear and tear to carpets, trim, upholstery etc.
- ▶ Seat cover/trim repairs of a high standard
- ▶ Vinyl or hard plastic repairs of a high standard

### Not acceptable

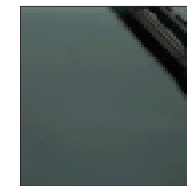
- ▶ Non-standard phone kits
- ▶ Damage caused by removing phone kits
- ▶ Burns or cuts to trim, seat covers, headlining and floor coverings
- ▶ Stains or permanent discolouration
- ▶ Removal of original/retro fitted items, for example DVD screens



Acceptable



Not acceptable



Acceptable



Not acceptable

## 6. Glass

If damage to the windscreen occurs to restrict driver vision or is near to heating elements, it should be dealt with immediately. A small chip can lead to a shattered windscreen so all small chips, cracks and holes should be repaired at the first opportunity.

### Acceptable

- ▶ Surface chips with no spreading cracks
- ▶ Lenses with minor chips not affecting the vehicle's appearance or the lamp's performance
- ▶ A single chip (under 10mm) showing signs of forming a crack

### Not acceptable

- ▶ Scratches and cracks in glass or stone chips greater than 10mm showing signs of cracking
- ▶ Windscreen scratches caused by faulty wiper blades

**Vehicles with a mileage  
exceeding 65,000 miles**



## 1. Body and paint

The smallest scratch can rust and corrode. Make sure any damage receives the proper treatment as soon as possible. There are certain minor marks, scratches, chips and dents that are acceptable to the inspector, whilst other more serious damage is definitely unacceptable. To help you assess your vehicle ahead of the inspection, we have listed what will and will not pass the inspector's standards.

### Acceptable

- ▶ Dents not affecting the appearance of the vehicle and causing no paintwork damage
- ▶ Stone chips on forward-facing panels, which are consistent with the age and mileage of the vehicle
- ▶ Scratches under 25mm long (that cannot be repaired as a smart repair) – one per panel or three per vehicle
- ▶ Three dents per vehicle under 25mm diameter with no paintwork damage

### Not acceptable

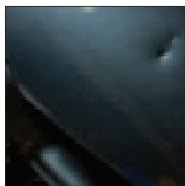
- ▶ Excessive chips that affect the vehicle's appearance
- ▶ Chips on a panel/chips causing rusting
- ▶ Scratches over 25mm, deep enough to reach the bare metal, affecting the vehicle's appearance
- ▶ Previous body repairs and paint corrections easily visible
- ▶ Poor colour match, ripples, preparation marks, visible over spray, masking lines or excessive dirt in paint
- ▶ Dents on high-profile panels such as bonnets, wheel arches etc.
- ▶ Unprofessional repairs
- ▶ Damage caused by contamination such as bird lime

**Special note:** When a panel is estimated for repair, it may be necessary to include the adjacent panels to make sure they blend together.

Please see illustration on page 50.



Acceptable



Not acceptable

## 2. Bumpers and trims

These can be subject to tears and scuffs which go unnoticed without proper inspection. You will, therefore, need to repair or replace broken, cracked or distorted mouldings and trims in accordance with the manufacturer's standards.

### Acceptable

- ▶ Minor scuffing to non-painted parts including the rear bumper from loading/unloading
- ▶ One area of scuffing up to 125mm
- ▶ Minor distortions up to 25mm with no paintwork damage

### Not acceptable

- ▶ Area of scuffing more than 125mm which penetrates through to the original material



Acceptable



Not acceptable

## 3. Tyres

To prevent excess wear to the tread's edges and/or centre keep the pressures in line with the manufacturer's recommendations – under-inflated tyres wear more quickly around the edges, whilst over inflation leads to excess wear in the centre.

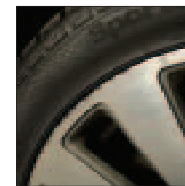
### Acceptable

- ▶ Correct size and speed ratings
- ▶ Minimum 2mm tread depth across all treads, including the spare
- ▶ All vehicles must be returned with a spare wheel or space-saver spare wheel fitted with tyres that carry the European Standard 'E' mark (or a complete tyre inflation kit) – as originally supplied with the vehicle

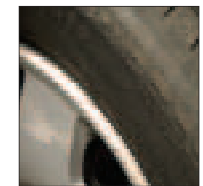
### Not acceptable

- ▶ Uneven wear
- ▶ Incorrect speed rating
- ▶ Remoulds or tyres without a European Standard 'E' mark
- ▶ Any bulge, gouge, crack, cut, plugged or torn sidewall

For more information please see the 'Tyres and treads' section on page 30.



Acceptable



Not acceptable

## 4. Wheels and trims

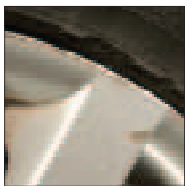
Alloy wheels and trims are easily damaged and expensive to replace so it's advisable to take particular care when parking and manoeuvring. The spare wheel must be legal and roadworthy. Make sure the spare wheel is in order, complete with locking wheel nuts.

### Acceptable

- ▶ Light scratches limited to the wheel rim
- ▶ Corrosion not caused by wheel rim damage
- ▶ Light scuffs on the rim edge of wheel trims

### Not acceptable

- ▶ Damage to main body of the wheel
- ▶ Cracked or split wheel trims



Acceptable



Not acceptable

## 5. Interior

The inside of a vehicle should be kept clean, paying particular attention to seats, mats and the foot wells. The interior must be in good condition, commensurate with the age and mileage of the vehicle.

### Acceptable

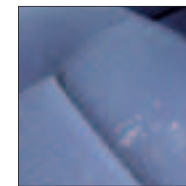
- ▶ Normal wear and tear to carpets, trim, upholstery etc.
- ▶ Seat cover/trim repairs of a high standard
- ▶ Vinyl or hard plastic repairs of a high standard

### Not acceptable

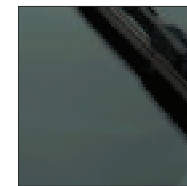
- ▶ Non-standard phone kits
- ▶ Damage caused by removing phone kits
- ▶ Burns or cuts to trim, seat covers, headlining and floor coverings
- ▶ Stains or permanent discoloration



Acceptable



Not acceptable



Acceptable



Not acceptable

## 6. Glass

If damage to the windscreen occurs to restrict driver vision or is near to heating elements, it should be dealt with immediately. A small chip can lead to a shattered windscreen so all small chips, cracks and holes should be repaired at the first opportunity.

### Acceptable

- ▶ Surface chips on windscreen
- ▶ Lenses with minor chips not affecting the vehicle's appearance or the lamp's performance
- ▶ Two chips (under 10mm) showing signs of forming a crack

### Not acceptable

- ▶ Scratches and cracks in glass greater than 10mm showing signs of cracking
- ▶ Stone chips greater than 10mm showing minor signs of cracking
- ▶ Windscreen scratches caused by faulty wiper blades

## Tyres and treads



## Car tyres and your safety

Tyres are the only part of the car which are in contact with the road. Safety in acceleration, braking, steering and cornering all depend on a relatively small area of road contact. It is therefore of paramount importance that tyres are maintained in good condition at all times and that when the time comes to change them, the correct replacements are fitted.

Under-inflated tyres wear more quickly around the edges, whilst over inflation leads to excess wear in the centre. This can be prevented by checking the inflation pressure at least every two weeks. There is an increase in pressure when the tyre has been warmed up after running the car, therefore only check the pressure when the tyre is cold.

Driving over hazards such as pot-holes, kerbs, speed humps etc. even at low speed can result in the weakening or fracture of the tyre's structure.

It is dangerous to re-inflate a tyre which has been run flat or seriously under-inflated and such tyres should be removed for complete examination by a tyre specialist.

The original tyres for a car are determined by joint consultation between the car and tyre manufacturers and take into account all aspects of operation. It is recommended that changes in tyre size or type should not be undertaken without seeking advice from the car or tyre manufacturers, as the effect on car handling, safety and clearances must be taken into account.

In some other European countries, it is illegal to use replacements which differ in certain respects (for example, size, load, and speed rating) from the tyre fitted originally by the vehicle manufacturer.

The following (pages 33-45) is based on information obtained from Tyre Safe 'Car Tyres and Your Safety' and is correct at the time of printing.

## Types of tyre

Radial ply tyres are now the most common tyres in use on British roads – representing more than 90%. Some radial ply tyres now have a run flat capability known as Self Supporting Run Flat (SST) tyres, which are becoming more common particularly when fitted as original equipment.

Older diagonal (cross) ply tyres are now very rarely seen and have effectively been replaced by radial ply tyres.

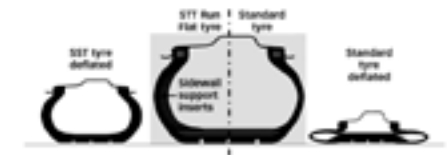
**Radial ply** tyres may be either steel or textile braced and are identified in the size marking by the letter 'R' and often the word 'Radial'.

**Self Supporting Run Flat (SST)** tyres are designed to provide a limited run-on period following a puncture. These are identified by the letters 'RF' in the size marking. To be categorised as a run flat tyre, the minimum distance they must achieve in a run flat condition is 50 miles (80 km) at a maximum speed of 50 mph (80 km/h) and at a minimum of 80% of their maximum load capacity.

It is essential the vehicle is equipped with a tyre-pressure monitoring system to enable use of run flat tyres.



- |             |                |
|-------------|----------------|
| 1. Tread    | 5. Bead        |
| 2. Body ply | 6. Inner liner |
| 3. Belt     | 7. Capply      |
| 4. Sidewall | 8. Apex        |



## Do not mix tyre types

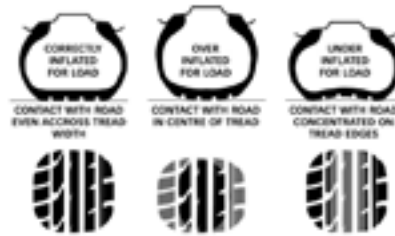
Except in the case of temporary-use spare tyres supplied as original equipment, it is illegal in the United Kingdom and dangerous to mix tyres of different types on the same axle. It's also advised that the same tyre type is fitted to all wheel positions.

### quattro® vehicles

All tyres on all axles must be of the same manufacturer, type, tread pattern and speed rating.

## Keep the pressure correct

Recommended tyre inflation pressures for your vehicle can be found in the vehicle handbook and/or on a plate mounted on the vehicle. In the absence of either of these, please consult the tyre manufacturer. Correct pressures are related to loads, speeds and vehicle handling, and are vital for maximum safety, braking, grip and good tyre life.



Prolonged under-inflation causes excessive flexing, deterioration of the casing and rapid wear of the tread shoulders. The vehicle will also consume more fuel.

Over-inflation results in an uncomfortable ride, a reduced area of contact with the road, accelerated wear on the tread centre and makes the tyre more susceptible to impact damage.

## Inspection and maintenance

Examine your tyres regularly, removing stones and other objects embedded in the tread. If the tyre has lumps or bulges it must be examined by a tyre specialist since these could indicate internal damage. Wipe away oil or grease with a suitable diluted detergent.

## Watch your tread

Tyre treads are designed to give good grip on wet roads, but generally, in wet weather, grip decreases as tyre tread pattern wears down or as the depth of water increases. Motorists should take this into consideration and reduce their speed when it is wet.

The legal minimum tread depth in the UK is 1.6mm (however our standard is 2mm) throughout a continuous band – comprising the central three-quarters of the breadth of tread and round the entire outer circumference of the tyre. However in wet weather, tyre grip deteriorates more rapidly in the second half of its tread life and stopping distances can dramatically lengthen. It is therefore advisable to consider replacing tyres well before they reach the legal minimum.

## Caravans and car trailers

Caravan and car trailer tyres may be radial or on older vehicles diagonal (cross) ply construction, irrespective of what type is fitted to the towing vehicle. Both tyres on a caravan or trailer axle must be of the same size and type. Caravan and trailer tyres often require higher inflation pressures than are required for the same tyres on a car.

It is essential correct tyre pressures are determined and maintained. When towing in the absence of any recommendation in the vehicle handbook, increase the towing vehicle's rear tyre pressures by 4 to 6 psi (0.3 to 0.4 bar) to improve stability of the complete unit.

## Temporary-use spare tyres

Temporary-use spare tyres are frequently a different size to the standard road tyres. Severe operating restrictions apply. Failure to observe the advice given in the vehicle handbook and/or on the tyre sidewall could have very serious consequences. Do not exceed 50 mph when using a temporary-use spare tyre and observe the minimum inflation pressure.

## Valves

A new valve should be fitted when replacing tubeless tyres. When checking or adjusting inflation pressure, always ensure the valve is not leaking. A new cap of the sealing type should be fitted.

## Tyre repairs

Repairs to car tyres must only be carried out by a tyre specialist and in accordance with the current British Standard AU159. Permanent repairs can only be carried out following removal of the tyre from the wheel to allow a thorough inspection internally as well as externally to ensure there is no hidden damage which could result in a catastrophic failure.

To avoid such a hazard, neither externally applied plug repairs, nor liquid sealants may be considered as a permanent repair. Tyre manufacturers cannot be held responsible for problems resulting from their use. For repairs to self-supporting run flat tyres, consult the relevant tyre manufacturer.

## Wheels and trims

It is essential the wheel size is an approved fitment for the tyre and vehicle concerned. Tyres must not be used on damaged, distorted or modified wheels since this could result in tyre damage, deflation and the possible loss of control of the vehicle.

## Removal and fitting of tyres

These operations should only be entrusted to a trained tyre specialist who has the necessary equipment and expertise. Inexpert fitting can result in injury and damage to tyres and wheels. Wheels should be balanced after tyres are fitted or replaced.

Tyre manufacturers cannot be held responsible for problems arising from modifications to their products, or the use of sealants which they have not approved.

## Directional and asymmetric patterned tyres

Some tyres have patterns where their direction of rotation is important to achieve their full performance. These are known as 'Directional' pattern tyres and the direction of rotation is marked on the tyre's sidewall.

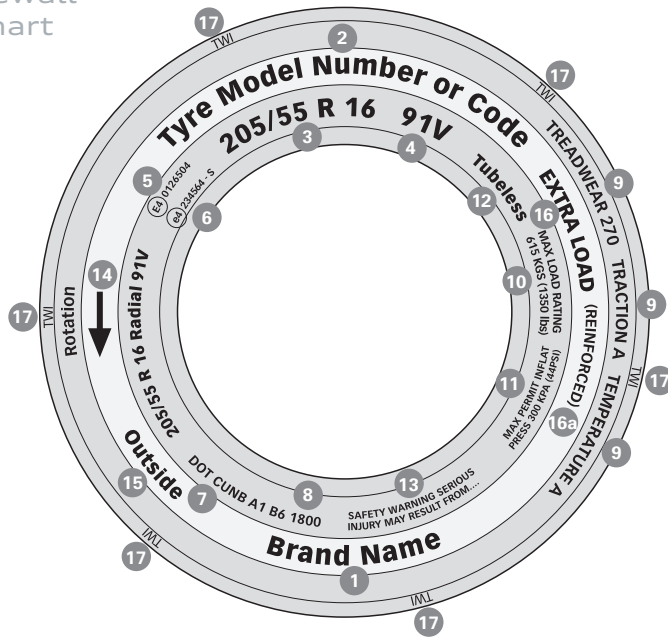
Additionally, some tyres have patterns which are different on the inner half of the tread than on the outer half. These tyres, known as 'Asymmetric', have their sidewalls marked 'Outside' and/or 'Inside' or similar wording.

## Tyre 'load' and 'speed' markings

With few exceptions, new or re-treaded tyres are required by law to carry indications of the tyre's load carrying and speed capabilities e.g. 205/55R16 91V. These are moulded on the sidewall as a service description comprising a Load Index (e.g. '91' in table 1) for load carrying capacity and a Speed Symbol (e.g. 'V' in table 2) for speed capability. It is strongly recommended to always fit tyres that have a speed capability and load index at least equal to or higher than those originally specified by the vehicle manufacturer.



## Car tyre sidewall markings chart



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|--|--|
| <ol style="list-style-type: none"> <li>1. Manufacturer's name or Brand name</li> <li>2. Model or Pattern Code</li> <li>3. Tyre Size, Nominal Section width (mm), Height to width aspect ratio, Rim diameter code</li> <li>4. Service description (Load Index + Speed Symbol)</li> <li>5. ECE R30 Conformity Approval Number</li> <li>6. EEC Noise Approval Number</li> <li>7. USA Dept of Transport Manufacturer's code</li> <li>8. Date of Manufacture</li> <li>9. USA UTQG Quality Grades *</li> <li>10. USA Maximum Tyre Loading *</li> <li>11. USA Maximum Tyre Inflation Pressure *</li> <li>12. Denotes Tubeless Construction</li> </ol> | <ol style="list-style-type: none"> <li>13. Safety Warning</li> <li>14. Direction of Rotation [Directional Tyres only]</li> <li>15. Outer (Inner) sidewall [Asymmetric Tyres only]</li> <li>16. Extra Load: Denotes higher load capacity than standard tyre</li> <li>16a. "Reinforced" is an alternative marking to "Extra Load"</li> <li>17. TWI-tread wear indicators – raised areas at the base of the tread grooves to serve as a visual warning of when the tyre is approaching or at the minimum legal limit</li> </ol> |
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\* These markings are required by North American legislation and have no significance in the UK and Europe



Table 1: Load indices and related maximum loads

Load Index	Load KG	Load Index	Load KG	Load Index	Load KG	Load Index	Load KG	Load Index	Load KG
50	190	65	290	80	450	95	690	110	1060
51	195	66	300	81	462	96	710	111	1090
52	200	67	307	82	475	97	730	112	1120
53	206	68	315	83	487	98	750	113	1150
54	212	69	325	84	500	99	775	114	1180
55	218	70	335	85	515	100	800	115	1215
56	224	71	345	86	530	101	825	116	1250
57	230	72	355	87	545	102	850	117	1285
58	236	73	365	88	560	103	875	118	1320
59	243	74	375	89	580	104	900	119	1360
60	250	75	387	90	600	105	925	120	1400
61	257	76	400	91	615	106	950	121	1450
62	265	77	412	92	630	107	975	122	1500
63	272	78	425	93	650	108	1000	123	1550
64	280	79	437	94	670	109	1030	124	1600

Table 2: Tyre speed symbol marking

Speed symbol	Maximum vehicle speed for which tyre is suitable	
M	81 mph	130 km/h
P	93 mph	150 km/h
Q	99 mph	160 km/h
R	106 mph	170 km/h
S	112 mph	180 km/h
T	118 mph	190 km/h
H	130 mph	210 km/h
V	150 mph	240 km/h
W	169 mph	270 km/h
Y	187 mph	300 km/h
ZR	over 150 mph	over 240 km/h

## Tyre service life and ageing

The tyre industry has long recognised the consumer's role in the regular care and maintenance of their tyres. The point at which a tyre is replaced is a decision for which the driver of the tyre is responsible. The tyre driver should consider factors to include service conditions, maintenance history, storage conditions, visual inspections, and dynamic performance.

The consumer should consult a tyre service professional with any questions about tyre service life. The following information and recommendations are made to aid in assessing the point of maximum service life.

Tyres are designed and built to provide many thousands of miles of excellent service. For maximum benefit, tyres must be maintained properly to avoid tyre damage and abuse that may result in tyre disablement. The service life of a tyre is a cumulative function of the storage, stowing, rotation and service conditions, which a tyre is subjected to throughout its life (load, speed, inflation pressure, road hazard injury, etc.). Since service conditions vary widely, accurately predicting the service life of any specific tyre in chronological time is not possible.

Tyres should be removed from service for numerous reasons, including tread worn down to minimum depth, damage or abuse (punctures, cuts, impacts, cracks, bulges, under-inflation, overloading, etc.). For these reasons tyres, including spares, must be inspected routinely, i.e. at least once a month. This routine inspection should occur whether or not the vehicle is equipped with a tyre pressure monitoring system (TPMS).


Regular inspection becomes particularly important the longer a tyre is kept in service. If tyre damage is suspected or found, it is recommended that the consumer has the tyre inspected by a tyre service professional.

Consumers should use this consultation to determine if the tyres can continue in service. It is recommended that spare tyres be inspected at the same time. Consumers are strongly encouraged to be aware of their tyres' visual condition, such as cracking/crazing of the tread/sidewall rubber. Also, they should be alert for any change in dynamic performance such as increased air loss, noise or vibration. Such changes could be an indicator that one or more of the tyres should be immediately removed from service to prevent a tyre disablement. Also, the consumer should be the first to recognise a severe in-service impact to a tyre and to ensure that the tyre is inspected immediately thereafter.

There is no known technical data that supports a specific tyre age for removal from service. However, in the interests of safety it is recommended that all tyres (including spare tyres) that were manufactured more than ten years previous be replaced with new tyres, even when tyres appear to be usable from their external appearance and if the tread depth has not yet reached the minimum wear-out depth. Vehicle manufacturers may recommend a different age at which a tyre should be replaced based on their understanding of the specific vehicle application; it is recommended that any such instruction be followed.

Consumers should note that most tyres would have to be removed for tread wear-out or other causes before any prescribed removal period. A stated removal period in no way reduces the consumer's responsibility to replace tyres as needed. The age of any tyre can be found on the tyre sidewall by examining the characters following the symbol 'DOT'.

For tyres manufactured after the year 1999, the last four numbers identify the date of manufacture of the tyre to the nearest week. The first two of these four numbers identify the week of manufacture (which range from '01' to '52'). The last two numbers identify the year of manufacture (e.g. a tyre with the information 'DOT XXXXXX2703' was manufactured in the 27th week of 2003). For tyres manufactured prior to the year 2000, three numbers instead of four indicate the date of manufacture. Also, during the early 1990s, a triangle was added (◄) to the end of the character string to distinguish a tyre built in the 1990s from previous decades (e.g. a tyre with the information 'DOT XXXXXX274◄' was manufactured in the 27th week of 1994).



**Service and  
maintenance**

Failure to service and maintain the vehicle at the required times will reduce its value and may result in additional charges at the end of the contract. Ensure the vehicle is serviced and maintained by an Audi Centre or authorised repairer in accordance with the manufacturer's recommendations.

If you have decided not to include service and maintenance in your contract hire agreement, these immediately become your responsibility.

#### **Service and maintenance included**

For a contract hire agreement that includes the optional full service package it will be your responsibility to ensure that the vehicle is serviced and maintained as per the manufacturer's recommendations at an Audi Centre or authorised repairer.

#### **Service and maintenance excluded**

If you have decided not to include the service and maintenance element in your agreement it is your responsibility to ensure that the vehicle is serviced in accordance with the manufacturer's recommendations at an Audi Centre or authorised repairer.

The service and maintenance regime for the vehicle could be based on 'time and distance' or 'variable'. Regardless of the interval settings it is imperative that services are undertaken when the service light is displayed in the vehicle.

If work is not carried out on the vehicle by an Audi Centre or authorised repairer, or if there is an incomplete service history, you could be charged at the end of the contract in order to compensate for the reduced resale value of the vehicle.

#### **Acceptable**

- ▶ Getting the vehicle serviced and maintained by an Audi Centre or authorised repairer as soon as the service light illuminates

#### **Not acceptable**

- ▶ Not maintaining or servicing the vehicle in accordance with the manufacturer's recommendations
- ▶ Getting work done by non-Audi authorised service centre
- ▶ Presenting an incomplete service history

## How to get your vehicle serviced

Please contact your local Audi Centre to arrange a convenient time for the vehicle to be serviced. Please ensure that the Audi Centre or authorised repairer stamps the service book. If you have a service and maintenance plan included with your contract hire agreement and ask the Audi Centre or authorised repairer to carry out any additional work not included within the manufacturer's recommended service plan, you will be required to pay for it when the work is done. You must pay for any damage caused to the vehicle as a result of neglecting your vehicle's service requirements.

## When to get your vehicle serviced

Your vehicle should be serviced based on the manufacturer's recommended service intervals, as detailed in your handbook. If the vehicle has been set to a 'variable' service regime, you will be prompted by the vehicle's onboard computer. Personal driving style and conditions in which the vehicle is used may impact upon when services are due (i.e. intervals may vary).



**Dent or  
scratch**



**Swage line**

**2 metre  
arc appraisal**

We hope you enjoy driving your Audi; if you have any questions regarding the inspection process please contact 0870 010 2007.

AUDI FINANCE  
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Milton Keynes  
MK14 5LR

Vorsprung durch Technik

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