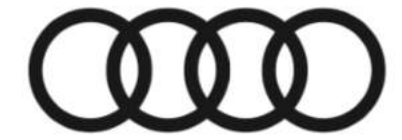


Audi Service



Audi Aftersales Services

at Al Nabooda Automobiles L.L.C.

The car purchase is just the beginning of a unique experience.

Our aim is to allow you the premium driving experience and to enable long- lasting delight with your Audi.

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A brief introduction to Audi Aftersales

Meet the team



John Blacklock

National Aftersales
Manager



Ahmad Sabry

Service Manager -
Dubai



John Thomson

Service Manager -
Sharjah & Fujairah

We are pleased that you decided to buy this German premium product – an Audi.

Audi is 'Vorsprung durch Technik' and represents many years of expertise in the car manufacturer industry.

A brief introduction to Audi Aftersales

Meet
the team



Sreekanth Nair

Parts Manager



Shaun Desmond

Warranty Manager



Shariq Siddique

Team Leader - Service
Reception - Dubai

Audi Al Nabooda Aftersales team

As Audi Al Nabooda Aftersales team we want to strengthen our relationship with you and emphasize that you have made the right decision to choose the Audi brand. We are your contact for any concerns or questions you may have.

A brief introduction to the CRM team

Meet
the team



Lavanya Priya

Operations Manager



Mary Jane

Team Leader



Nada Mohammed

CRM Executive

Your satisfaction

As a certified Audi partner, Al Nabooda Automobiles are keen to offer our customers the best possible service experience. As we strive for continuous improvement in our service departments, feedback from our customers is positively encouraged through the email address customer.care@nabooda-auto.com

A brief introduction to the CRM team

Meet the team



Editha Trivino

CRM Coordinator



Imrul Hoque

CRM Coordinator



Lanie Buladaca

CRM Coordinator

Your satisfaction

We conduct regular telephone interviews with customers following their recent service experience. We encourage you to provide as much feedback as possible during this interview.

Premium service for your Audi



Create delight

To enable continuous and long-lasting delight with your Audi, we have to service and maintain your vehicle in specifically defined intervals. This guarantees to maximize the reliability of your Audi.

Technology features

The aim of Audi is to be one step ahead with its technological performance. Continuous product updates are no element, which can also be performed after your car purchase. They maintain the durability, performance and safety of the car itself.

Your convenience

We appreciate if you make the appointment with your Service Center in advance. This way our team is well prepared for your visit and individual requirements. Parts availability has been checked and alternative transportation can be arranged, so that you stay mobile.

Premium service

Every single service is performed in relation to the specific Audi guidelines. Through this we ensure our consistently high premium standard. This assures that the specific requirements of your Audi are exactly met at any time.

Audi Complete Extended Warranty



This is your assurance that your vehicle will continue to receive exclusive Audi Care.

It starts on the day following the expiry date of the original Audi factory warranty for a period of 12 to 24 months, as stipulated in the extended warranty booklet application form.

- No deductible
- Comprehensive Coverage
- Transferable to the next owner
- Regional cover
- No limit on the number of claims
- Repairs carried out by the authorized dealership
- Only genuine parts are used for repairs
- Claim liability up to market value of the car

The Audi Complete Extended Warranty can be purchased for vehicles not older than 24 months old or 50,000 km whichever comes first.

Complete peace of mind, provided by Audi.

For more information, contact the F&I manager Rushdie Mohammed Ihsan on 800 AUDI (2834)

Audi Genuine Accessories

Extend your delight

Create a unique driving experience and enjoy the comfort and high level of functionality of the intelligent solutions from Audi Genuine Accessories.

Individualize your Audi

The Audi Genuine Accessories product range is a declaration of individuality without compromise – whether it is more sportiness, more functionality or more music.

Premium quality

We promise that all our Audi Genuine Accessories & Audi Genuine Parts are high-quality products which are exactly tailored to your vehicle.





Business case
All models



Audi Entertainment mobile (Gen. 3)
For Q7 and A4



Genuine care products
All models



21 Talea design Rims
For the Q7



Luggage boxes
Most models



Audi child seat
All Models



Side running boards & rear lights
For the Q7



Outdoor car covers
Most models



Floor mats
Most models

Please ask your Service Advisor or directly at the parts counter in our dealership for further details and the entire product range of Audi Genuine Accessories.

Our offers for alternative transportation while your car is with us

Telephone booking for Dubai, Sharjah: **800 Audi (2834)** and Fujairah: **(09) 2025444** or online booking: www.nabooda-auto.com/

Alternative transport offers of taxi booking, local drop off and pre booked replacement car are available at all locations.

Taxi order:

We can order a taxi for you which will bring you back to your home/office, while your car is with us.

Drop off service:

If you make your appointment in advance and require a drop off service, we will provide this service for you accordingly.

This is free of charge.

Rental car:

We are happy to provide you with a rental car for the time your car is with us for service. As our valued customer you will receive a highly reduced rate from Al Nabooda Automobiles.



What to do in case of a road traffic accident*

1. Call traffic police: **999**

2. Explain the situation to the police and ask for advice if the vehicle can be moved to avoid a traffic jam.

- ▶ Minor accident with little damage, no injuries – all drivers involved can agree on who is at fault:
 - * The phone operator may advise both parties to drive to the nearest police station.
 - * Always get a signature from the person at fault.
- ▶ Major accident with serious damage or even death, request an ambulance and the traffic police.
- ▶ No agreement regarding the responsibility.

3. The traffic police will assess the situation and complete a police report

- a. Reasons:
- ▶ important for the garage to carry out the repair
 - ▶ important for the insurance company to process the claim

b. Forms:

Pink form: Responsible party

- * Traffic police can take the driving license. (fee might be necessary to be paid before it is returned.)
- * Pink forms needs to be taken to the insurance company as soon as possible.
- * Insurance company should arrange for the repairs (depending on the level of cover).
- * They provide a letter for the police, so that the driving license can be returned.

Green form: Innocent party

- * Green form needs to be taken to the other driver's insurance company.

Both parties: Inform the insurance of your nearest Audi approved bodyshop of your choice.

What to do in case of a road traffic accident*

4. Only the police may ask the driver at fault for their driving license and car registration documents.

5. Legal proceedings can follow – during this time; both parties may not leave the country.

Remember your Audi belongs to you. Don't settle for inferior unapproved repairs that may compromise your Audi warranty.

6. Report minor accidents in just three minutes in Dubai by following the next steps:

- i. Download the **Dubai Police App** from Apple or Android stores.
- ii. Click on '**Report minor accident**'. A map with your location will appear along with a warning message asking you to move to a safe location and not to obstruct traffic.
- iii. Click on '**Report**', which appears as a red button. A page will appear asking you to list the number of vehicles involved in the accidents. You can list up to five.
- iv. Choose the type of vehicle such as **car, bus, truck, or motorcycle**.
- v. Activate the camera on your smartphone and capture the damaged part of the vehicle.
- vi. Enter details of plate number and driving license.
- vii. Enter who is responsible for the accident.
- viii. Enter details of the accident and how it happened by clicking on '**Options**'.
- ix. Enter cause of accident.
- x. Enter your phone number and email address.
- xi. A report of the accident will be sent to you via email or text message.
- xii. Submit it to your insurance company to make a claim.

Audi Roadside Assistance

Audi Roadside Assist toll free 800 8882 (UAE). For more details on terms and conditions, please refer to your contractual terms and conditions.

Recover, repair and transport (24h service)

It gives you peace of mind when you need it on your journey. In the event of unforeseen breakdowns, Audi Roadside Assistance will recover, repair or transport your vehicle to the nearest authorized Audi dealer.

Covered within Audi Roadside Assist

All vehicles purchased from authorized Audi dealers in the GCC and the Near East.

Vehicles encountering breakdowns and are not drivable after the event within the region specified above. Recovery and transportation of vehicles.



Important contact details

General hotline for all branches
800 AUDI (2834)

Audi Dubai Service Center

Saturday – Thursday: 7:30 am – 6:00 pm
Friday: closed



Audi Bodyshop

(to be contacted in case of scratches, accidents or need for paint work)

Saturday- Thursday: 7:30 am - 6:00 pm
Friday: closed

Online appointment bookings: www.nabooda-auto.com

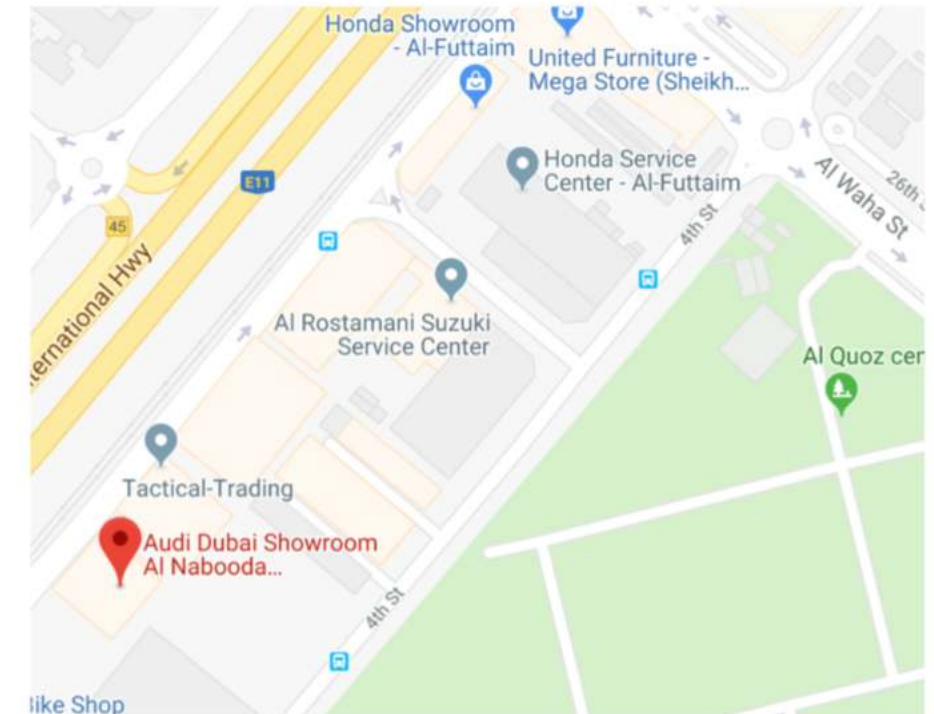


Important contact details

Audi Dubai Showroom

Saturday – Thursday: 9:00 am – 8:00 pm

Friday: 4:00 pm – 8:00 pm



Audi Approved :plus Showroom

Saturday – Thursday: 9:00 am – 8:00 pm

Friday: closed



Online appointment bookings: www.nabooda-auto.com

Important contact details

Audi Service Center, Sharjah

Saturday – Thursday: 7:30 am – 6:00 pm

Friday: closed

Audi Showroom, Sharjah

Saturday – Thursday: 9:00 am – 8:00 pm

Friday: closed



Audi Service Center, Fujairah

Saturday – Thursday: 7:30 am – 6:00 pm

Friday: closed

Audi Showroom, Fujairah

Saturday – Thursday: 9:00 am – 1:00 pm

& 4:00 pm - 8:00 pm

Friday: closed





Al Nabooda Automobiles opened a brand new bodyshop in DIC

Located in Dubai Industrial City, the new bodyshop is covering an area of 30,505sqm with a designated reception for each Al Nabooda Automobiles brand. The facility includes 143 work bays, 30 paint bays, 15 valeting bays, including dedicated bays for window tinting, and 33 pre-delivery inspection work bays to provide a personalized, manufacturer-approved level of service.