

2013
A3

Audi Delivery Guidelines

 Client

 VIN

 Delivery Date

Pre-Delivery

Ensure final vehicle quality inspection is completed with the service team; done at technician check

- Inspect exterior for damage, dings, dents and surface scratches
- Check interior for cleanliness, grease marks and damage. Report to service team all defects prior to customer delivery
- Verify vehicle is equipped as specified and all accessories are installed
- Check front/rear floor mats are locked as part of technician check

Customer Priority Topics

1. _____

2. _____

3. _____

How long would the client like to spend on topics today? _____

Priority Delivery Topics

- Audio and Entertainment System Controls
- Cruise Control and Operation
- HVAC (Heating, Ventilation, Air Conditioning) Controls
- Seat Adjustments

Personalize Vehicle Settings

- Bluetooth: Connect customer's Bluetooth phone and assist in copying and accessing phonebook entries. Ensure connection will occur automatically upon re-entry if desired. Refer to www.audiusa.com/bluetooth for compatible phone list
- Adjust mirrors, seats, and steering column to customer preference
- Assist with radio station presets
- Show how to connect iPod/MP3. Demonstrate AMI, SD cards and Aux-in jack (if equipped)

Bluetooth Capability

- Pair the customer's phone with the vehicle
- Demonstrate making a call via voice and steering wheel commands
- Demonstrate how to answer, ignore and end calls
- Conference calling (enable in the MMI under Telephone > Call Options menu)
- Dialing from directories/phonebook (received, missed, dialed calls)
- Refer to www.audiusa.com/bluetooth for compatible phone list

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Voice Controls

- Demonstrate the voice command feature (i.e., accessing “Help,” dialing a phone number, calling a contact, using the steering wheel voice command button, etc.)
- Have the customer complete the speech training to allow the Voice Recognition System to learn and adapt to the customer’s voice (Main Menu > Setup MMI > Voice Recognition > Individual Speech Training)
- Radio station, CD/DVD, or Jukebox

Introduce MMI Navigation System

- Review the MMI controls and basic functionality (buttons: function, on/off, arrow control, and back)
- Demo Audio Sources: Show how to connect iPod via AMI, MP3/SD cards, Bluetooth audio player. Explain the jukebox function
- Explain CD and DVD loading/unloading

Navigation

- Show how to enter a stopover
- Demo how to “cancel” route guidance using voice commands (“Cancel route guidance”) and the MMI (NAV > Destination > Cancel)
- Show how to store a destination
- Show how to customize route “criteria” (e.g., avoid toll roads) and “Settings” (e.g., 3D map and Map Orientation, and Google Earth Mapping [with Audi connect services enabled])
- Show how to manipulate the map (zoom, scroll map area)
- Show how to repeat the last navigation announcement using the iNav steering wheel button
- Show how to access TMC reports via Sirius and traffic reports via Audi connect
- Explain Tire Pressure Monitoring System and how to reset in the MMI
- Explain the settings for the Bang & Olufsen® system (if equipped)

Interior

- Climate control functions
- Multifunction steering wheel (if equipped)
- Wipers (front/rear)/washer system/rain sensor (if equipped)
- Open Sky Sunroof operation (if equipped)
- Demonstrate how to activate heated seats (if equipped)
- Demonstrate how to activate heated mirrors (if equipped)
- Explain how to adjust the seat backwards/forwards, higher/lower and the lumbar support
- Demonstrate glovebox/valet function (if applicable)
- “Passenger Side Airbag Off” light: Illuminates if no occupant in passenger seat or if occupant is “out of position”
- Trip computer/Driver info display: Explain toggle function via “RESET” on stalk. Reset “Trip Comp 1 and 2” prior to delivery
- Explain Tire Pressure Monitoring System and how to reset
- Show how to set clock and adjust time zone

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Exterior

- Show how to open fuel door – push/pull release
- Discuss engine block heater and when to use (TDI only if applicable)

Owner's Documents

- License/insurance/registration/title (if applicable)
- Warranty & Maintenance Booklet (stamp to confirm PDI was completed). Adhere “vehicle identification label” from the vehicle trunk to the inside cover of the warranty and maintenance booklet prior to delivery
- 24-Hour Roadside Assistance information – ask customer to program in their phone
- Owner's Manual, MMI Manual and other manuals as equipped
- Quick Reference Guides as appropriate
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- All keys (2 remotes, 1 valet)
- Provide Audi Care Information
- Lemon Law Rights Booklet or Lemon Law Notice as required by law
- Discuss with customer all fluid specifications for their vehicle:
 - Only use oil that meets Audi 502.00 standards (gasoline engine)
 - Only use oil that meets Audi 507.00 standards (A3 TDI)
 - Advise the customer that Audi recommends using Top Tier Detergent Gasoline with a minimum octane rating of 91AKI (95 RON)
 - Use ULSD (Ultra Low Sulfur Diesel) with 15 PPM or less (*TDI only*)
 - Note: Diesel fuel with a higher concentration than ULSD-Diesel No. 2 ASTM D975 & bio-diesel with a higher concentration than 5% like B11, B20 or B100 is strictly prohibited*
- Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed

Orientation Drive

- Activate and demonstrate navigation system (if equipped)
- Demonstrate cruise control function (setting speed, +/-, cancel)
- Explain function of rear parking sensors (if equipped)

End the orientation drive in the service write-up area**Service Introduction**

- Tour service department and introduce to Service Manager & Service Consultant
- Set up first service appointment
- Ask customer if you can program service department's phone # in their phone

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Audi Vehicle Condition Report

Client _____

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Initial PDI Vehicle Inspection

Complete the following checks within 2 business days (48 hours) of receiving a vehicle.

- Remove full body cover (if installed) following TSB 2009967. Check for transportation damage
Note: This is a two-person task
- Verify all keys are included (2 masters, 1 valet)
- Verify all wiper blades are enclosed in the trunk (in case transport wipers are installed)
- Inspect painted surfaces/molding/glass (If any defects [scratches/dings/dents/body damage] are found, contact your supervisor to arrange for immediate repair)
- Inspect body for paint defects and damage
- Check the battery prior to starting engine with MCR340A.
Record MCR340A code: _____ or attach printout

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Audi Technician Report

Client _____

VIN _____

Delivery Date _____

All items must be completed prior to customer delivery by an Audi technician

***Refer to the Service Work area of GFF for the PDI function tests*

***Audi recommends using an Audi approved battery charger to prevent excessive battery discharge during inspection*

Open Campaigns/Updates

Check ElsaWeb for open campaigns and updates. Perform if applicable

Battery Inspection

Check battery clamps for proper torque. Re-torque if required

Check the battery prior to starting engine with MCR340A.

Record MCR340A code: _____ or attach printout

Transport Mode Deactivation, DTC check, set service reminder

Deactivate vehicle transport mode

Set service reminder

Deactivate the anti-theft function for the Navigation DVD using the Scan Tool.

Follow the process outlined in TSB 2013790

Under the Hood Fluid Check and Inspection

Check all fluid levels and top off if necessary

Check engine oil level – fill oil to the max level when the vehicle is at operating temperature

Trunk Inspection

Install wheel bolt cover removal tool from PDI kit and wheel lock key (if applicable)
into trunk tool kit behind right side cover

Set spare tire pressure

Exterior

Install permanent wiper blades *unless vehicle is for inventory storage*

Test windshield washers for aim and function (if permanent wiper blades are installed)

Turn on headlights and test headlamp washers (if equipped)

Test exterior lighting functions

Check key functionality, including seat memory (if applicable); verify vehicle starts and runs
with all keys; verify all doors manually and remotely lock and unlock with all keys

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Interior

- Check operation of all switches: locks, windows, seat adjustment, and child safety features
- Calibrate rear view mirror compass to proper zone and check self-dimming function/lighting (if equipped)
- Verify operation of all interior lights
- Mirrors: Inspect folding, adjustments, RH tilt in reverse, and memory (if equipped)
- Inspect operation of lighter, aux. outlet under armrest and rear outlet
- Verify operation of all front and rear seat belts and latches
- Check horn operation
- Check sunroof operation (open/close/vent/deflector at edge)
- Passenger side airbag: Verify operation of Passenger Occupant Detection System

Radio

- Affix anti-theft code sticker found in prep package to this page
- Verify operation of CD player/changer (if equipped)
- Verify operation of AMI or aux. input
- SD card slot: Insert SD card and test function (if equipped)

Audi Navigation plus (if equipped)

- Verify and set Language and Measurement Units in Setup/Settings menu
- Set clock and date to local time/date using correct format
- Navigation location: Set dealership location (for following back to dealership during road test)
- Voice Activation (if equipped): Press the "Talk" button and verify several commands

On-Hoist Inspection

- Check underside of vehicle for fluid leaks and loose components
- Check steering, boots, brake system, hoses, tires and wheels for damage
- Remove suspension blocks (if installed)
- Inspect wheel bolts for proper torque using torque wrench
- Install wheel bolt covers and center caps as supplied

Road Test

- Check for squeaks, rattles and wind noise
- Verify operation of rear parking sensors (if equipped)
- Verify engine performance and acceleration
- Verify transmission operation including shift paddles
- Check steering/tire alignment
- Test drive vehicle applying brakes several times (at least 4 times) at 20 mph (35 km/h) to clean brake rotors. Check for abnormal noise/vibration/pulsation
- Parking brake: Apply and verify hold and release

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Client_____
VIN_____
Delivery Date**Road Test (continued)**

- Verify quality of radio reception in AM/FM/SAT bands
- Cruise control: Verify all functions
- Climate control: Check all functions and verify proper A/C cooling
- Seat heating (if equipped): Inspect for proper operation
- Navigation function (if equipped): Activate NAV and follow directions back to dealership

Post-Road Test Inspection

- Interrogate fault memory using the Scan Tool and print Diagnostic Log
- Record final mileage on checklist and sign checklist
- Ensure the yellow tire pressure tag is installed on steering wheel

If Vehicle is for Showroom Display/Inventory Storage or Demo Use

- Install showroom charger to ensure battery remains charged at all times
- Apply Inventory Maintenance Sticker
- Install permanent wiper blades (if for showroom display or demo use)

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Audi Vehicle Detail Report

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Warning: Do NOT use accessories (radio, etc.) while performing detail, as this can discharge the battery.
Refer to TSB 2009967 for Detailer responsibilities, specific use of chemicals and for part numbers to order materials

Exterior – Prior to Delivery

- Remove protective covering
- Wash/Dry vehicle exterior including inside door jambs and under trunk
- Inspect painted surfaces/molding/glass and remove any residue
(If any defects [scratches/dings/dents/body damage] are found, contact your supervisor to arrange for immediate repair)
- Inspect body for paint defects and damage
- Check interior floors, sunroof, trunk, front and rear windshield and all windows for water leaks
- Apply 3M Perfect-It™ Paste Wax
- Clean front and rear windshield using 3M™ Glass Polishing Compound.
Refer to TSB 2020552 for details
- Apply 3M Performance Finish wax to the wheels (**except chrome wheels**) to protect rims from brake dust

Under Hood – Prior to Delivery

- Wipe down engine compartment and remove excess water from grille and hood area.
Important: **Do not use dressings or chemicals containing silicone!**

Interior – Prior to Delivery

- Clean all glass/sunroof (if equipped/interior rear view mirror and visor mirrors)
- Remove all trim protection/coverings/stickers/decals
WARNING! Do not remove airbag warning triangle/warning labels
- Check upholstery/clean as required
- Check for excessive grease on seat tracks/clean as required
- Check all interior surfaces/compartments (including sun visors/headliner) for mark or fingerprints. Clean as required
- Vacuum carpet
- Check luggage compartment/vacuum
- Install front/rear floor mats (including locking clip/tabs if applicable)/check color match

Final Detail Quality Inspection

- Re-inspect vehicle for surface scratches, swirl marks, paint chips, dents, wax residue, dust, or lint, preferably in area where vehicle is to be delivered. If this is not possible, inspect vehicle in shop under fluorescent lights or in bright sunlight

2013 A3 | Inspection Verification

Client _____ VIN _____ Delivery Date _____

Audi Brand Specialist

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Audi Brand Specialist Signature Date

Porter

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Porter Signature Date

Technician

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Technician Signature Date

Detailer

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Detailer Signature Date

Would you like to schedule a Second Delivery?

Yes _____ No _____
Date Time

By signing, I confirm all items in this checklist have been thoroughly reviewed with me and the statements below are true.

- ▶ Vehicle is clean and free of problems
- ▶ Received all keys and owner’s documentation
- ▶ Satisfied with features and controls explanations

Customer Signature Date