Audi
Truth in Engineering

2014
A6/S6 | Audi Delivery Guidelines

Client _____ VIN _____ Delivery Date _____

Pre-Delivery

Ensure Final Vehicle Quality Inspection Is Completed

☐ Enroll customer in Audi connect Services (http://MyAudiconnect.com/)(if equipped and Audi connect Request to Initiate Services and T-Mobile T&C are signed)

☐ Deactivate the connection prompts for the online services (TEL function button > Settings > Connections > Data Connection > select No Prompt)

☐ Inspect exterior for damage, dings, dents, and surface scratches

☐ Check interior for cleanliness, grease marks, and damage. Repair all defects prior to customer delivery

☐ Verify vehicle is equipped as specified and all accessories are installed

☐ Check front/rear floor mats are locked in

Customer Priority Topics

1. _____

2. _____

3. _____

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

Priority Delivery Topics	Personalize Vehicle Settings
☐ Audio and Entertainment System Controls	☐ 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
☐ HVAC (Heating, Ventilation, Air Conditioning) Controls	☐ Adjust mirrors, seats, and steering column to customer preference
☐ Hands-Free Communications	☐ Assist with radio station presets
☐ Cruise Control and Operation	☐ 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 function button > Setting button> Call Options)

☐ 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 > Set up 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)

☐ MMI touch control panel with integrated handwriting recognition (if equipped)

☐ Input letters, numbers, symbols, add a space, delete a character

☐ Moving a map and adjusting the sound distribution

☐ Saving/selecting a radio station

☐ Scroll through album covers (avail. if music is downloaded onto MMI hard drive)

☐ Use the DVD main menu

☐ Demo Audio Sources: Show how to connect iPod via AMI, MP3/SD cards, Bluetooth audio player. Explain the jukebox functionality

☐ Explain CD and DVD loading/unloading

Audi connect (if equipped)

☐ Ensure customer has requested activation of Audi connect

☐ Provide overview of features (activate services before customer arrival)

☐ Point out that the Audi connect Brochure (located in the glove box) contains additional information for customer review after delivery

☐ Explain trial period for Audi connect and how to extend service

☐ Show traffic reports, fuel updates, weather information, and real-time news feeds

☐ Explain Wi-Fi hotspot capabilities

☐ Have the customer set up their Wi-Fi password via Telephone > Settings > Connections > Wireless Network Settings > Select "Password." Ask the customer to enter an easy way to remember the password. Then select "apply settings" to save it

☐ Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect

Navigation

☐ Show how to input an address and a POI as the destination using the MMI and voice commands. (Use Online Destinations if equipped with Audi connect)

☐ 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])

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Navigation (continued)

☐ 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

☐ Show how to set the ambient lighting in the vehicle interior (if equipped)

☐ Explain Tire Pressure Monitoring System and how to reset in the MMI

☐ Explain the settings for the Bang & Olufsen® system (if equipped)

Media Overview

Radio (AM/FM/SAT)

☐ Show how to program preferred radio stations (press and hold knob). Up to 6 presets
available on the MMI touch control panel (if equipped)

☐ Explain the scanning/tuning functions

☐ Walk the customer through the steps to program favorite radio stations (press + hold knob).
The customer should do this with the your guidance.

☐ Show the customer the manual seek feature. Select the FM band > Functions. Turn control knob
to Tuning/Channels and press the knob.

Cover Art

☐ Not available on iPod (available if using "R" cable)

☐ Flash SD media

☐ Jukebox (Cover Flow available to flip through album covers)

Jukebox–Hard drive

☐ Capacity (20 GB/up to 3,000 songs)

☐ Supported file extensions and formats per MMI manual

☐ Demonstrate importing and sorting

Video Capability

☐ Flash SD/DVD Jukebox

☐ Explain acceptable video formats

Interior

☐ Show seat, mirrors and steering column adjustments

☐ Demonstrate seat positioning using front seat controls. Show how to adjust headrest in all
different axis directions

☐ Seat memory setting

☐ Front seat ventilation

☐ Mention seatbelt movement

☐ Adjust exterior mirrors

☐ Show how to activate heated mirrors

☐ Explain exterior mirror tilt function

☐ Demonstrate heated steering wheel operation (if equipped)

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Interior (continued)

☐ Show how to adjust comfort arm rest

☐ Sunroof operation

☐ Climate control functions (front and rear). Explain "hi"/"lo" settings for faster heating
   and cooling

☐ Fan settings/speed

☐ Explain that the small red triangle puts the system into AUTO mode and that it will adjust
   the fan speed automatically to reach the temperature

☐ Show how to activate seat heating (rear seat heating on S6 only)/ventilation

☐ Multifunction steering wheel functions (toggle, scrolling, menu button)

☐ Explain Star (*) button on the steering wheel (if equipped)–if in the Preset Station List, press
   the * button to cycle through presets. If in Station Lists press * button to cycle through station list

☐ Wiper/washer system/rain sensor

☐ Cruise control/ACC (if equipped)

☐ Demonstrate and explain Head-up Display (if equipped)

☐ Review the Start-Stop-System info card with the customer. Explain the system functionality
   (if applicable)

☐ Show how to set daylight savings time and time zone manually

☐ Driver info display/Trip computer: Explain toggle function via "RESET" on stalk. Show the different
   tabs that will display. Show how to access the Vehicle functions within each tab. Point out the items
   that can be set via the MMI (e.g., time, miles vs. km, etc.). Reset "Trip Comp 1 and 2" prior to delivery

☐ Demonstrate valet function (ensure not activated); refer to OM for details

☐ Homelink® location and setup

☐ Cooled glove box

☐ "Passenger Side Airbag Off" light: Illuminates if no occupant in passenger seat or if occupant is "out of position"

☐ Show rear seat pass through

In Car Video Tutorials

☐ Show the customer how to view the In Car Video Tutorials. Select the Car function button >
   Owner's Man. Control button and follow the prompts

☐ Point out these videos can also be viewed on the Audi technology website:
   http://audiusa.com/technology or at the Audi YouTube site at:
   http://www.youtube.com/audiusa in the Audi Technology Tutorials section

Exterior

☐ Show how to open fuel door–push/pull release

☐ Demonstrate how to operate the power tailgate via the remote control master key, driver's door,
   and tailgate

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 & Maintenance Booklet prior to delivery

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Owner's Documents (continued)

☐ 24-Hour Roadside Assistance information, ask customer to program number in their phone

☐ Owner's Manual, MMI Manual and other manuals as equipped

☐ Take the Quick Start Guide from the glove box, open it, and demonstrate how to use it with the customer

☐ Tire Warranty Booklet: Explain coverage from tire manufacturer

☐ All keys (2 master, 1 emergency, 1 valet) walk customer through programming

☐ Provide Audi Care Information

☐ Lemon Law Rights Booklet or Lemon Law Notice as required by law

Orientation Drive

☐ Keyless Go: No ignition for key. Show how to start vehicle using Start/Stop button. Discuss that foot must be on brake when starting/stopping

☐ Activate and demonstrate navigation system with real-time traffic

☐ Demonstrate operation of Audi parking system plus with rear view camera and top or corner view cameras (if equipped)

☐ Explain Audi drive select modes and how to select/change modes

☐ Night vision assistant: Show where the night vision assistant button is located. Show how to adjust the various settings in the MMI

☐ Demonstrate the engine Start-Stop-System

☐ Explain adaptive cruise control with stop & go function. Explain the city auto e-brake feature

☐ Explain Audi side assist functionality (if equipped): Point out the side assist button on the driver's side door. Show how to adjust the side assist light brightness in the MMI. Only works at speeds over 19 mph (30 km/h)

☐ Explain Audi active lane assist functionality (if equipped): Show how to set the steering wheel vibration in the MMI. Show how to activate the system with the button on the turn signal. Only works at speeds of 40 mph (65 km/h) or more

☐ Explain Audi pre sense system with active safety system (based on installed equipment)

☐ Explain the functionality of Audi braking guard and how to set in the MMI

☐ Demonstrate Tiptronic function

☐ Show how to set the electromechanical parking brake

End the orientation drive in the service write-up area

Service Introduction

☐ Tour service department and introduce to Service Manager and Service Consultant

☐ Set up first service appointment

☐ Ask customer if you can program service department's phone # in their phone

☐ Only use oil that meets Audi 502.00 standards

☐ Advise the customer that Audi recommends using Top Tier Detergent Gasoline with a minimum octane rating of 91AKI (95 RON)

☐ Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed

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Client   VIN   Delivery Date

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 master, 1 emergency, 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

☐ Set tires to maximum recommended tire pressures listed on the B-pillar doorjamb, and store tire pressure values in Car/System menu

☐ Perform the A-battery test for new batteries in GFF. Scan GFF and select "No" when prompted to run spec/actual. Select "Service work." Select the battery test for new batteries as part of the pre-delivery inspection and act according to the test result (ok, recharge, replace). Ensure diagnosis log is uploaded to the GFF paperless server by selecting *"ok"* when tester wants to send the current generated diagnosis protocol online. **(Note: Do not use Guided Functions. The diagnosis log will not be uploaded to GFF paperless)**

Audi
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2014
A6/S6 | 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
**VAS Tester 5051B/5052A/6150 with Audi Brand Software 18.27 or higher

Open Campaigns/Updates

☐ Check ElsaWeb for open campaigns and updates. Perform if applicable

Battery Inspection

☐ Check battery clamps for tightness. Tighten if required

☐ Perform the A-battery test for new batteries in GFF. Scan GFF and select "No" when prompted to run spec/actual. Select "Service work." Select the battery test for new batteries as part of the pre-delivery inspection and act according to the test result (ok, recharge, replace). Ensure diagnosis log is uploaded to the GFF paperless server by selecting *"ok"* when tester wants to send the current generated diagnosis protocol online. **(Note: Do not use Guided Functions. The diagnosis log will not be uploaded to GFF paperless)**

Transport Mode Deactivation, DTC check, set service reminder

☐ Deactivate vehicle transport mode (via Service Work)

☐ Scan GFF and when prompted run an SVM specified/actual comparison. Go to Function Component Selection > SVM

☐ Set service reminder (via Service Work-17-PDI, Resetting SRI at PDI, counter reset)

☐ Set Adaptation Channel (via Service Work: 5F–Activating/Deactivating storage of music)

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

Under the Hood Inspection

☐ Check all fluid levels and top off if necessary

Trunk Inspection

☐ Install wheel bolt cover removal tool from PDI kit into trunk lid toolkit

☐ Place the lug cap removal tool, located in the bypack, into the toolkit (where applicable)

☐ Set spare tire pressure

☐ Verify operation of trunk emergency release handle

Exterior

☐ Test windshield washers for aim and function

☐ Turn on headlights and test headlamp washers

☐ Test exterior lighting functions

2014 A6/S6 | Audi Technician Report

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Exterior (continued)

☐ Check tailgate opening and closing with remote (if applicable)

☐ Check key functionality: Including seat and steering wheel position memory (if applicable);
   verify vehicle starts and runs with the start/stop button; verify all doors lock/unlock with
   remote and advanced key, including all door handle sensors with the advanced key (if equipped)

☐ Start-Stop-System info (if applicable): Verify the velum sticker is on the start/stop button.
   Remove the Start-Stop-System information card from the car kit and place it in the glove box with
   the owner's manuals. Additional supply can be ordered via the Brand Store on AccessAudi

Interior

☐ Check operation of all switches: locks, windows, seat adjustment, seat ventilation/heating
   (front and rear where applicable) and child safety features

☐ Rear view mirror: Check self-dimming function/lighting (if equipped)

☐ Verify operation of all interior lights, including ambient lighting

☐ Mirrors: Inspect folding, adjustments, RH tilt in reverse, and memory

☐ Inspect operation of lighter, aux. outlet under armrest, under rear vent outlets, and in luggage
   compartment on passenger side

☐ Verify operation of all front and rear seat belts and latches

☐ Check horn operation

☐ Check sunroof operation (open/close/vent/deflector at edge)

☐ Turn on the night vision camera and verify operation (if equipped)

☐ Passenger side airbag: Verify operation of Passenger Occupant Detection System

Radio

☐ Verify operation of CD changer (if equipped)

☐ Verify operation of DVD player

☐ Verify operation of AMI

☐ SD card slot: Insert SD card and test function

☐ Verify HD Radio is turned "off" in Radio/Settings Menu

Audi MMI/Navigation

☐ Verify and set Language and Measurement Units in Setup Menu

☐ Set Time source setting to "**GPS**" and set Auto daylight savings time to "**on**."
   Change time zone appropriate to the dealer location

☐ Program the presets to local stations

☐ Navigation: Set dealership location (for following back to dealership during road test)

☐ Voice Activation: Press the "Talk" button and verify several commands

☐ Set the "Music volume while parking" to 6 lines (accessed via MMI rear view camera display,
   Settings > Music volume while parking) (applies to vehicles with park assist or rear view camera).

☐ Rear Climate Controls: Verify heating and cooling functions and open all rear panel vents
   (center & b-pillar)

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Onboard Video Tutorials

☐ Load Onboard Video Tutorials

☐ Turn ignition on

☐ Insert the Onboard DVD into the DVD Drive

☐ Select the CAR function button. System will initialize

☐ Select the Owner's Man. function by selecting the upper right control button

☐ Select "Yes"

☐ Select "CD/DVD"

☐ Select "Start update"

☐ Turn off ignition to start update (The update will take approx. 5 minutes)

☐ Once completed, remove the disk and place back into the case for the next vehicle

Audi connect (if equipped)

☐ Verify Audi connect Information Packet is present, including Audi brochure, T-Mobile brochure, customer SIM card, T-Mobile Terms & Conditions (T&C)(if applicable)

☐ Connect the **dealer demo** SIM card to the vehicle and make sure the system fully connects to 2G or 3G (2G or 3G symbol with Box surrounding it)(only applies if in a T-Mobile service area)

☐ Enable Google Earth in the navigation settings and verify the white Google Logo appears next to the 2G or 3G symbol

☐ Ensure the wireless network is turned on (Telephone function button > Settings Ctrl button > Connection > Wireless network connection > select "On")

☐ Check WiFi hotspot functionality is enabled and verify the SSID is set to "AUDIXXXX," where XXXX = last four digits of VIN

On-Hoist Inspection

☐ Inspect wheel bolts for proper torque using torque wrench

☐ Check underside of vehicle for fluid leaks and loose components

☐ Check steering, boots, brake system, hoses, tires and wheels for damage

☐ Install wheel bolt covers from PDI kit on all wheels

☐ Set tires to maximum recommended tire pressures listed on the B-pillar door jamb and store tire pressure values in Car/System menu

☐ Remove Transport Blocks from shocks

☐ After removing transport blocks, secure Additional Springs (a.k.a. bump stops) by pressing into tube of upper shock mount

Road Test

☐ Check for squeaks, rattles and wind noise

☐ Verify operation of Audi parking system plus with rear view camera and top or corner view cameras (if equipped)

☐ Verify Vehicle Head-up Display functionality. Verify the image can be adjusted properly in the viewing area of the windshield (if equipped)

☐ Verify engine performance and acceleration

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Client   VIN   Delivery Date

Road Test (continued)

☐ Verify transmission operation, including shift paddles

☐ Verify engine Start-Stop System functionality (if equipped)

☐ Check steering/tire alignment

☐ Check heated steering wheel operation (if equipped)

☐ Test drive vehicle applying brakes at least 4 times at 20 mph (35 km/h) to clean brake rotors. Check for abnormal noise/vibration

☐ Verify quality of radio reception in AM/FM/SAT bands

☐ Verify cruise control/ACC with Stop & Go functionality (if equipped)

☐ Verify Audi side assist functionality (if equipped)

☐ Verify Audi active lane assist (if equipped)

☐ Climate Control: Check heating and cooling functions and open all panel vents

☐ Seat heating and cooling (if equipped): Check for proper operation

☐ Navigation function: Activate NAV and follow directions back to dealership

☐ Verify NAV directions are visible in Head-Up Display (if equipped)

Post-Road Test Inspection

☐ Interrogate fault memory using the VAS tester 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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Client _____   VIN _____   Delivery Date _____

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 either 3M™ Performance Finish Wax or 3M™ Perfect-It™ Show Car Paste Wax to wax
the vehicle

☐ Clean front and rear windshield using 3M™ Glass Polishing Compound.
Refer to TSB 2020552/2 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 marks or
fingerprints. Clean as required

☐ Vacuum carpet

☐ Check luggage compartment and vacuum

☐ Install front/rear floor mats (including locking clip/tabs if applicable)/check that color matches

Final Detail Quality Inspection

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

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2014 A6/S6 | 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