

2014
Q7

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

- Audio and Entertainment System Controls
- HVAC (Heating, Ventilation, Air Conditioning) Controls
- Hands-Free Communications
- Demonstrate trunk lid functionality, including the height adjustment. Adjust the height to customer preference
- Wiper Washer Controls (Front/Rear)

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

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Bluetooth Capability (continued)

- Conference Calling (enable in the MMI under Telephone function button > Settings control button > Call Options)
- Dialing from directories/phonebook (received, missed, dialed calls)
- Refer to www.audiusa.com/bluetooth for compatible phone list

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
- Accessing TMC Traffic Reports

Introduce MMI Navigation System (if equipped)

- Review the MMI controls and basic functionality (buttons: function, on/off, arrow control, and back)
- Control knob and joystick
- Demo Audio Sources: Show how to connect iPod via AMI, MP3/SD cards. Explain the Jukebox functionality
- Explain CD 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, 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

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Navigation (continued)

- 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)

Media Overview**Radio (AM/FM/SAT)**

- Show how to program preferred radio stations (press and hold knob)
- Explain the scanning/tuning functions
- Walk the customer through the steps to program favorite radio stations (press and hold knob). The customer should do this with your guidance
- Show the customer the manual seek feature. Select the FM Band > Functions. Turn control knob to Tuning/Channels and press the knob

Jukebox–Hard drive

- Capacity (20 GB/up to 3,000 songs)
- Supported file extensions and formats per MMI manual
- Demonstrate importing and sorting

Interior

- Show seat, mirrors and steering column adjustments
- Climate control functions
- 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 List, press * button to cycle through station list
- Wiper (front/rear)/washer system/rain sensor
- Sunroof and sunshade operation
- Show how to activate heated mirrors (if equipped)
- Show how to activate heated seats/ventilation (if equipped)
- Explain adaptive air suspension, cargo mode and vehicle jack mode
- Demonstrate valet function (ensure not activated); refer to OM for details
- Homelink® location and setup
- “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 the Audi efficiency program
- Show how to set daylight savings time and time zone manually

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Rear Seat Entertainment (RSE) (if equipped)

- Show how to turn the RSE on/off
- Review the RSE controls and remote
- Show how to insert/remove a DVD
- Show how to operate the Bluetooth headset
- Show how to adjust the ambient light for day/night
- Review the touch key operations

In Car Video Tutorials (if applicable)

- 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

- Demonstrate the easy entry feature for rear seats
- Show how to open fuel door – push/pull release (*show AdBlue fill – TDI only*)
- Explain the misfuel inhibitor feature on the gas tank (*TDI only*)
- Explain AdBlue and messages shown if AdBlue level is low or empty (*TDI only*)
- Demonstrate trunk lid functionality, including the height adjustment. Adjust the height to customer preference

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
- 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
- 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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Orientation Drive

- Standard Intelligent Key/Advanced Key (if equipped): Discuss that foot must be on brake when starting/stopping
- Explain when key is in ignition, start button is disabled
- Activate and demonstrate navigation system (if equipped)
- Demonstrate operation of Audi parking system or Audi parking system plus with rear view camera and top or corner view cameras (if equipped)
- Demonstrate cruise control/ACC (if equipped)
- 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 the functionality for Audi braking guard and how to set in the MMI

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

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Audi Vehicle Condition Report

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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 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 – Service work. Select option 2, 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)

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Audi Technician Report

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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*

Open Campaigns/Updates

- Check ElsaWeb for open campaigns and updates. Perform if applicable
- Adjust the trunk lid opening height to 75 inches (190 cm) from the ground to the close button in the rear lid. Press and hold the close button in the rear lid for at least four seconds to program the opening height

Battery Inspection

- Check battery clamps for proper torque. Re-torque if required
- Perform the A-battery test for new batteries in GFF – Service work. Select option 2, 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)
- Run GFF and when prompted run SVM a specified/actual comparison
- Set service reminder (via Service Work-17-PDI, counter Reset)
- Set Adaptation Channel (via Service Work: 5F – Activating/Deactivating storage of music)
- Deactivate self-leveling suspension transport mode using guided fault finding (if equipped)

Under the Hood Inspection

- Check all fluid levels and top off if necessary
- Remove the label stating AdBlue was completely filled at the factory
- Check engine oil level via the MMI – fill oil to the max level when the vehicle is at operating temperature

Rear Compartment

- Verify inflatable spare tire and compressor are present
- Verify operation of retractable luggage cover

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Exterior

- Test windshield washers for aim and function
- Turn on headlights and test headlamp washers
- Test exterior lighting functions
- Check key functionality, including seat memory (if applicable); verify vehicle starts and runs with all keys; verify all doors lock/unlock with remote and advanced key, including all door handle sensors with the advanced key (if equipped)
- Install the cap for the hitch cover (the cap is located in the cargo area)
- Adjust the trunk lid opening height to 75 inches (190 cm) from the ground to the close button in the rear lid. Press and hold the close button in the rear lid for at least four seconds to program the opening height

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
- Verify operation of all interior lights
- Mirrors: Inspect folding, adjustments, RH tilt in reverse, and memory (if equipped)
- Inspect operation of power outlet(s) in center console, in rear of center console, and in cargo area
- Check horn operation
- Verify the glove compartment opens and closes properly
- Check panorama sunroof operation (open/close/vent/deflector at edge) and sunshade operation (front and rear). Synchronize if necessary
- Passenger side airbag: Verify operation of Passenger Occupant Detection System

Radio

- Verify operation of CD 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
- Navigation (if equipped): Set dealership location (for following back to dealership during road test)
- 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)
- Voice Activation (if equipped): Press the "Talk" button and verify several commands

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Rear Seat Entertainment (RSE) (if equipped)

- Rear Seat Entertainment: Verify operation. Verify the wireless headphones are present and the unit operates

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 Wi-Fi hotspot functionality is enabled and verify the SSID is set to "AUDIXXXX," where XXXX = last four digits of VIN

On-Hoist Inspection

- Check underside of vehicle for fluid leaks and loose components
- Check steering, boots, brake system, hoses, wheels and tires 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 Audi parking system or Audi parking system plus with rear view camera and top or corner view cameras (if equipped)
- Verify engine performance and acceleration
- Verify transmission operation
- Check adaptive air suspension in all positions (if equipped)
- Check steering/tire alignment
- Test drive vehicle applying brakes at least 4 times at 20 mph (35 km/h) to clean brake rotors. Check for abnormal noise/vibration
- Parking brake: Apply and verify hold and release
- Verify quality of radio reception in AM/FM/SAT bands
- Verify cruise control/ACC (if equipped) functions
- Verify Audi side assist functionality (if equipped)
- Climate control: Check all functions and ensure proper heating and A/C cooling
- Seat heating/ventilation: Inspect for proper operation (if equipped)
- Navigation function (if equipped): Activate NAV and follow directions back to dealership

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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 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 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 areas.
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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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