Audi
Truth in Engineering

2013
A4/S4/allroad | Audi Delivery Guidelines

Client   VIN   Delivery Date

Pre-Delivery

Ensure Final Vehicle Quality Inspection Is Completed with the service team

☐ 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 Communication	☐ 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 > 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

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 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])

☐ 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)

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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.

Cover Art

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

☐ Flash SD media – show how to use SD card, USB via AMI

☐ 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

☐ Climate control functions

☐ Multifunction steering wheel

☐ 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/headlight washer system and rear wiper (allroad)/rain sensor

☐ Demonstrate how to activate heated seats (if equipped)

☐ Demonstrate how to activate heated mirrors

☐ Show how to program memory buttons for seat and mirrors (if equipped)

☐ Demonstrate glovebox/valet operation

☐ Homelink® location and setup (if equipped)

☐ "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 (if equipped)

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

☐ Explain the IP cluster and the information available

☐ Sunroof and sunshade operation (n/a on allroad)

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_____ _____ _____
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Exterior

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

☐ Demonstrate locking/unlocking vehicle with Advanced Key (if equipped)

☐ Demonstrate opening trunk using the remote control

☐ Adjust tailgate height to customer preference. Demonstrate tailgate and height operation (allroad only)

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

☐ Quick Reference Guides as appropriate

☐ Tire Warranty Booklet: Explain coverage from tire manufacturer

☐ All keys (2 master, 1 emergency, 1 valet): Walk customer through
programming of keys

☐ 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

Orientation Drive

☐ Standard Intelligent Key/Advanced Key (if equipped)

☐ Discuss that foot must be on brake when starting/stopping

☐ Explain when key fob is in ignition, start button is disabled. To remove key fob from
ignition/dashboard, push key once to release and wait 0.5 seconds before removing the key
from ignition/dash

☐ Activate and demonstrate navigation system (if equipped)

☐ Explain Audi drive select and how to select the various modes

☐ Demonstrate rear view camera and rear parking sensors (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 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

☐ Show how to set the electromechanical parking brake

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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

Audi
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2013
A4/S4/allroad | Audi Vehicle Condition Report

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-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**)

Audi
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2013
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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

☐ 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 an SVM specified/actual comparison

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

☐ Set Adaptation Channel (via Service Work: 5F–Activating/Deactivating storage of music) (applies to vehicles with an SOP after CW 22)

Under the Hood Fluid Check and Inspection

☐ Check all fluid levels and top off if necessary

☐ Check engine oil level via the MMI – 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

☐ Verify operation of trunk emergency release handle (if equipped)

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2013 A4/S4/allroad | Audi Technician Report

Client

VIN

Delivery Date

Exterior

☐ Install permanent wiper blades *unless vehicle is for inventory storage.*
*Vehicles with the last 10 digits of the VIN (FL DN037747) or higher produced in Neckarsulm;
check installation of permanent wiper blades only

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

☐ Test exterior lighting functions

☐ Check key functionality including seat memory (if applicable), verify vehicle starts and runs with
the start/stop button, verify all doors lock/unlock with remote and Advanced Key, including
door handle sensors (if equipped)

☐ Verify door seals are not loose (visual inspection only)

☐ Verify power rear lid/tailgate (allroad) is operational

Interior

☐ Check operation of all switches: locks, windows, seat adjustment, power rear sunshade
(if equipped) 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

☐ Verify operation of CD player

☐ Verify operation of AMI or aux. input (if equipped)

☐ 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/Settings menu

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

☐ Navigation location: 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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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 arrows)(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, tires and wheels for damage

☐ Remove transport 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 engine performance and acceleration

☐ Verify operation of rear view camera and rear parking sensors (if equipped)

☐ Verify Audi side assist functionality (if equipped)

☐ Verify Audi active lane assist functionality (if equipped)

☐ Verify transmission operation, including shift paddles (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/pulsation

☐ Parking brake: Apply and verify hold and release

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

☐ Verify cruise control/ACC (if equipped)

☐ Seat heating (if equipped): Inspect for proper operation

☐ Climate control: Check all functions and ensure proper A/C cooling

☐ Navigation function (if equipped): Activate NAV and follow directions back to dealership

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Client   VIN   Delivery Date

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

Showroom Display/Inventory Storage/Demo Vehicle

☐ 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)

Audi
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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

☐ 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 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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2013 A4/S4/allroad | 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