Audi

2015
A3 Cabriolet | Audi Delivery Guidelines

Client _____ Stock No. _____ Delivery Date _____

VIN _____

Pre-Delivery

Ensure Final Vehicle Quality Inspection Is Completed with the service team

- ☐ Ensure customer has requested activation of Audi connect, and activate prior to customer arrival at MyAudiconnect.com, if Audi connect Request to Initiate Services and AT&T T&C have been signed. (if equipped)(USA Only)
- ☐ Deactivate the connection prompts for the online services (TEL function button > Settings > Data connection > Data connection settings> select without request) (USA Only)
- ☐ 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 Communication
- ☐ Cruise Control and Operation

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.audi.com/bluetooth for compatible phone list. Click on appropriate country
- ☐ 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 the steering wheel commands
- ☐ Demonstrate how to answer, ignore and end calls
- ☐ Demonstrate dialing from directories/phonebook/call lists (received, missed, dialed calls)
- ☐ Refer to www.audi.com/bluetooth for compatible phone list. Click on appropriate country
- ☐ Demonstrate 3-Way calling (enable in the MMI under Telephone > Settings > Call options menu)
- ☐ Ask the customer if they would like to have the Audi Technologist phone number added to their phone contacts: 1-855-750-TECH (8324)

Introduce MMI Controls

- ☐ Review the MMI controls and basic functionality (function switches, control buttons, volume dial, "MENU" button, and the "BACK" button)
- ☐ Demonstrate how to use the MMI Touchwheel (if equipped)
- ☐ Input letters, numbers, symbols, add a space, delete a character

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Audi connect (if equipped) (USA ONLY)

- ☐ Provide an overview of the Audi connect features, including: Fuel prices, weather information, real-time news feeds, traffic reports (via your 4 year SiriusXM subscription), Facebook, Twitter, flight information, and event information
- ☐ Explain the purpose of setting up a myAudi account at my.audiusa.com
- ☐ Explain trial period for Audi connect and how to extend service
- ☐ Explain Wi-Fi hotspot capabilities
- ☐ Have the customer set up their Wi-Fi password Via TEL > Settings > Network connection (Wi-Fi) Settings > Select "Password." Ask the customer to enter an easy way to remember the password of at least 8 characters. Then Select "Apply settings" to save it
- ☐ Point out that the Audi connect brochure (located in the glove box) contains additional information for customer review after delivery

Audi Navigation Plus (if equipped)

- ☐ Explain the map update service: the car will receive an automatic maps update for free, once every 6 months (limited to a total of 5 updates)
- ☐ Demonstrate how to move and adjust the map using the MMI Touchwheel
- ☐ 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
- ☐ Demonstrate how to use picture navigation

Media Overview

Radio (AM/FM/SiriusXM)

- ☐ 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

Media Overview (continued)

- ☐ Show the customer the manual seek feature. Select the FM Band > Functions. Turn control knob to Tuning/Channels and press the knob.
- ☐ Explain the settings for the Bang & Olufsen® system (if equipped)
- ☐ Explain to the customer that they have a 3 month free subscription to Sirius Satellite Radio and demonstrate how to get to the satellite band. Show them the SiriusXM Satellite Radio insert from the glove box, point out the station guide list, and demonstrate presetting a station of their choice for them.

Audi Music Interface and Media

- ☐ Demonstrate Bluetooth audio streaming
- ☐ Show the location and demonstrate operation of the AMI interface and standard iPod cable
- ☐ Explain the different available cable options for different media (i.e. iPod, USB, Aux, etc)
- ☐ Explain CD/DVD loading/unloading

Jukebox (if equipped)

- ☐ Capacity is approximately 10 GB
- ☐ Supported file extensions and formats per MMI manual
- ☐ Demonstrate importing and sorting from SD Card/Retail Audio CD. See owner's manual for supported file formats and maximum bitrates

Video Capability (MMI)

- ☐ Demonstrate Video Playback using the SD media, Jukebox, & DVD media
- ☐ Explain acceptable video formats

Interior

- ☐ Demonstrate climate control functions and how to activate heated seats and mirrors (if equipped)
- ☐ Demonstrate multifunction steering wheel
- ☐ Explain wiper/headlight washer system (if equipped)
- ☐ Demonstrate glovebox operation
- ☐ Show Homelink® location and setup (if equipped)
- ☐ "Passenger Side Airbag Off" light: Explain that it illuminates if no occupant in passenger seat or if occupant is "out of position"
- ☐ Show how to set daylight savings time and time zone manually
- ☐ Demonstrate the Driver Information System and explain the scroll function via the steering wheel controls
- ☐ Demonstrate panorama roof and sunshade operation
- ☐ Explain the Tire Pressure Monitoring System, where to find the correct pressures for each tire, and how to reset the the system in the MMI

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In Car Video Tutorials

- ☐ Show the customer how to view the In Car Video Tutorials. Select the Car function button > Service wallet and follow the prompts.
- ☐ Point out these videos can also be viewed in the following ways:
  - ▸ Explain the USB launcher, which can be found in the "Quick Questions & Answers Guide"
  - ▸ Via www.auditechnology.com

Exterior

- ☐ Demonstrate locking/unlocking vehicle with Advanced Key (if equipped) and programming of keys
- ☐ (If equipped with Keyless entry) Explain to the customer that the vehicle is set from the factory to unlock only the door that is approached. Show them in the MMI under vehicle settings, where they can select their central locking preference and adjust it to "all doors" if preferred.
- ☐ Demonstrate opening trunk using the remote control
- ☐ Show how to open fuel door – push/pull release
- ☐ Advise the customer to only use oil that meets Audi standards:
  - ▸ VW 502 00/505 00 for gasoline engines
  - ▸ VW 504 00/507 00 for diesel engines
- ☐ Advise the customer that Audi recommends using Top Tier Detergent Gasoline with a minimum octane rating of 91 AKI (95 RON) (for gasoline engines only)
- ☐ Demonstrate how to roll down the windows and open the sunroof with either the key inserted in the door, or by holding the unlock button on the remote. Also show how to change these settings in the MMI

Convertible Top

- ☐ Show how to open and close. Mention top should be only operated with engine running to conserve battery power
- ☐ Do not leave in partial open/closed position for >5 minutes
- ☐ Show emergency top and storage cover manual release tool and refer to owner's manual for instructions
- ☐ Demonstrate proper installation, folding and storage of wind deflector

Owner's Documents

- ☐ Take the Quick Questions & Answers Guide with USB launcher from the glove box, open it, and demonstrate how to use it with the customer. The ABS should insert their business card in the slot available
- ☐ Explain the "text to phone" features for viewing tutorials on a smart phone or at the Audi Technology website: www.auditechnology.com
- ☐ Owner's Manual, MMI Manual and other manuals as equipped

Owner's Documents

- ☐ 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
- ☐ Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed
- ☐ Tire Warranty Booklet: Explain coverage from tire manufacturer
- ☐ License/insurance/registration/title (if applicable)
- ☐ 24-Hour Roadside Assistance information; ask customer to program number in their phone
- ☐ Provide Audi Care Information
- ☐ Lemon Law Rights Booklet or Lemon Law Notice as required by law. (USA ONLY)

Orientation Drive

- ☐ Discuss that foot must be on brake when starting/stopping
- ☐ Show how to set the electromechanical parking brake
- ☐ Explain Audi drive select and how to select the various modes (if equipped)
- ☐ 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)
- ☐ Activate and demonstrate navigation system (if equipped)
- ☐ If equipped with front and rear park sensors, show the customer how they can customize the volume through the MMI under "Driver Assist>Parking Aid".
- ☐ Active Lane Assist: Explain Audi Active Lane Assist functionality (if equipped). Show how to activate system with button on the turn signal. Only works at speeds of 40 mph (65 km/h) or more.
- ☐ Explain the features of Audi Pre Sense Basic
- ☐ Explain the features of Audi Pre Sense Front (if equipped) (requires ACC to be installed)

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 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

Would you like to schedule a Second Delivery?

☐ Yes Date Time ☐ No

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