



2016
Q3

Audi Delivery Guidelines

Client _____ Stock No. _____ Delivery Date _____

 VIN _____

Pre-Delivery

- Ensure that final vehicle quality inspection is completed
- Ensure that customer has requested activation of Audi connect®; activate Audi connect® prior to customer arrival at MyAudiconnect.com (if Audi connect “Request to Initiate Services” and AT&T Terms & Conditions have been signed. Applies only to vehicles equipped with Audi connect®. USA only.)
- Deactivate the connection prompts for the online services (TEL function button > Settings > Connections > Data Connection > Select Without Request). USA only
- Inspect exterior for damage, dings, dents and surface scratches
- Check interior for cleanliness, grease marks and damage
- Verify that vehicle is equipped as specified and that all accessories have been installed
- Repair all defects prior to customer delivery
- Check that 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
- Hands-free communication
- Heating, Ventilation, Air Conditioning (HVAC)
- Navigation system
- Cruise control
- Demonstrate power tailgate functionality, including the height adjustment
- Personalize vehicle settings; connect customer’s Bluetooth® phone and assist in copying and accessing phonebook entries. Ensure that the connection will occur automatically upon re-entry, if desired. Refer to www.audi.com/bluetooth for compatible phone list

Exterior

- Explain to the customer that the vehicle is set from the factory to unlock only the door that is approached with keyless entry. 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 how to operate the power tailgate via the remote control master key, driver’s door, and tailgate
- 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
- Advise the customer to use only oil that meets Audi standards: VW 502 00/505 00 for gasoline engines
- Demonstrate locking/unlocking vehicle with Advanced Key (if equipped) and programming of keys (2 remotes)

Exterior (continued)

- Adjust tailgate height to customer preference. Demonstrate tailgate and height operation

Interior

- Show Homelink® location and set up (if equipped)
- Demonstrate climate control functions and how to activate heated seats and mirrors (if equipped)
- Show how to set the clock, daylight savings time and time zone manually
- Demonstrate multifunction steering wheel functions (toggle, scrolling, menu button)
- Explain wiper (front/rear)/washer system/rain sensor
- Demonstrate sunroof and sunshade operation



Client

Interior (continued)

- Trip computer/Driver info display: explain toggle function via “RESET” on stalk. Reset “Trip Comp 1 and 2” prior to delivery
- Demonstrate glovebox function
- “Passenger Side Airbag Off” light: Explain that it illuminates if there is not an occupant in the passenger seat or if occupant is “out of position.”
- Demonstrate valet function (ensure that it is not activated); refer to the owner’s manual for details

Owner’s Documents

- Explain the USB launcher use
- ABS should insert their business card in the slots available next to the USB launcher
- Explain the “text to phone” features for viewing tutorials on a smartphone or at the Audi Technology website: www.auditechology.com
- Owner’s manual, MMI® manual and other manuals as equipped
- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988
- Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed
- Provide Audi Care information
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- Lemon Law Rights Booklet or Lemon Law Notice as required by law
- Take the Quick Questions & Answers Guide from the glove box, open it, and demonstrate how to use it with the customer
- 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

Introduce MMI Controls

- Review the MMI® controls and basic functionality (buttons: function, on/off, arrow control, and back)
- Input letters, numbers, symbols, add a space, delete a character

Media Overview

Radio (AM/FM/SAT)

- 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

Radio (AM/FM/SAT) (continued)

- Show the customer the radio manual seek feature. Select the FM Band > Functions. Turn control knob to Tuning/Channels and press the knob
- Explain to the customer that they have a three-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
- Show how to program preferred radio stations (press and hold knob)
- Explain the settings for the BOSE® system (if equipped)

CD/DVD Media

- Demonstrate Bluetooth® audio streaming
- Explain the different available cable options for different media (i.e. iPod, USB, Aux, etc)
- Explain CD/DVD loading/unloading
- Supported file extensions and formats per MMI® manual
- Show the location of the AMI interface and standard iPod cable

Jukebox

- Capacity (20 GB/up to 3,000 songs)
- Demonstrate importing and sorting from SD Card/Retail Audio CD. See owner’s manual for supported file formats and maximum bitrates

Video Capability

- Demonstrate video playback using the SD media, Jukebox, and DVD media
- Explain acceptable video formats

Navigation

- Show how to enter a stopover
- 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 service [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

Client

Navigation (continued)

- 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®)
- Demonstrate how to “cancel” route guidance using voice commands (“Cancel route guidance”) and the MMI® (NAV > Destination > Cancel)
- Explain Tire Pressure Monitoring System and how to reset in the MMI

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.)
- Demonstrate voice commands, including navigation voice controls and POI
- Have the customer complete the speech training to allow the Speech Dialogue System to learn and adapt to the customer’s voice (Main Menu > Setup MMI > Speech dialog system > Individual Voice Training)
- Radio station, CD/DVD, or Jukebox

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
- Refer to www.audi.com/bluetooth for compatible phone list
- Demonstrate dialing from directories/phonebook/call lists (received, missed, dialed calls)
- Demonstrate conference calling (enable in the MMI® under Telephone > 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)

Audi connect (if equipped) (USA ONLY)

- Activate services prior to customer arrival and provide overview of features
- Ensure that the customer has requested activation of Audi connect®
- Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect
- Point out that the Audi connect® brochure (located in the glove box) contains additional information for customer review after delivery
- Explain Wi-Fi hotspot capabilities

Audi connect (if equipped) (USA ONLY)

- Have the customer set up their Wi-Fi® password via TEL > Settings > Wi-Fi Settings > Select “Password.” Ask the customer to enter an easy way to remember the password of at least eight characters. Then Select “Apply settings” to save it
- Explain trial period for Audi connect and how to extend service
- Show traffic reports (via your 4 year SiriusXM subscription), fuel updates, weather information, and real-time news feeds

Orientation Drive

- Discuss that foot must be on brake when starting/stopping
- Demonstrate parking system plus with rear view camera. Show the customer how they can customize the volume through the MMI® under “Driver Assist>Parking Aid”
- Show how to set the electromechanical parking brake
- 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
- Demonstrate cruise control
- Only works at speeds over 19 mph (30 km/h)
- Activate and demonstrate navigation system with real-time traffic (if equipped)

Video Tutorials

- Point out that these videos can also be viewed in a variety of ways; explain the USB launcher, instructions for which can be found in the “Quick Questions & Answers Guide” via www.audi-technology.com or via www.audiusa.com/help/video-tutorials

End the orientation drive in the service write-up area

- Ask the customer if you can program the service department’s phone number into their phone

Service Introduction

- Tour the service department and introduce the customer to the Service Manager and Service Consultant
- Set up first service appointment



Client

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