

**Audi**

2016

A3 Sportback e-tron

Audi Delivery Guidelines

Client _____

Stock No. _____

Delivery Date _____

VIN _____

Pre-Delivery

- ☐ 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)
- ☐ Ensure Final Vehicle Quality Inspection Is Completed
- ☐ 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)
- ☐ Inspect exterior for damage, dings, dents and surface scratches
- ☐ Check interior for cleanliness, grease marks and damage.
- ☐ Verify vehicle is equipped as specified and all accessories are installed
- ☐ Repair all defects prior to customer delivery
- ☐ Check front/rear floor mats are locked in
- ☐ Deactivate the connection prompts for the online services via TEL function button > Settings > Data connection > Data connection settings > Data connection > select "Without request" (USA only)
- ☐ Ensure that the high voltage battery is charged to full for customer delivery

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
- ☐ Trunk/Hatch/Tailgate
- ☐ Heating, Ventilation, Air Conditioning (HVAC)
- ☐ Navigation System
- ☐ Cruise Control
- ☐ 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.

Exterior

- ☐ Demonstrate locking/unlocking vehicle with advanced key and programming of keys. 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.
- ☐ Show how to open fuel door – release in drivers door
- ☐ 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 only use oil that meets Audi standards:
 - VW 502 00/505 00 for gasoline engines
- ☐ Demonstrate opening the tailgate
- ☐ In case of an accident impacting the rear of the car, show the customer how to use the emergency disconnect for the battery.

Interior

- ☐ Demonstrate multifunction steering wheel
- ☐ Explain wiper/headlight washer system (if equipped)
- ☐ Demonstrate glovebox operation



Client _____

Interior (continued)

- ☐ Show Homelink® location and setup (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 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 system in the MMI
- ☐ "Passenger Side Airbag Off" light: Explain that it illuminates if no occupant in passenger seat or if occupant is "out of position"
- ☐ Demonstrate cruise control/ACC (if equipped)
- ☐ Demonstrate valet function (ensure not activated) – refer to the owners manual for details
- ☐ Explain EV mode function and limitations
- ☐ Review the EV operation. Explain the status message "READY" in the cluster and needle in the power meter that points to "READY"
- ☐ Show the energy flow display and efficiency menus in the instrument cluster and the MMI

Owner's Documents

- ☐ Explain the USB launcher use
- ☐ Explain the "text to phone" features for viewing tutorials on a smart phone or at the Audi Technology website: www.auditech-nology.com
- ☐ Owner's Manual, MMI Manual and other manuals as equipped- 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
- ☐ 24-Hour Roadside Assistance information; ask customer to program number in 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
- ☐ Tire Warranty Booklet: Explain coverage from tire manufacturer
- ☐ Lemon Law Rights Booklet or Lemon Law Notice as required by law (USA ONLY)
- ☐ 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 (function switches, control buttons, volume dial, "MENU" button, and the "BACK" button)
- ☐ Demonstrate how to use the MMI Touchwheel (if equipped)

Introduce MMI Navigation System

- ☐ 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
- ☐ 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

CD/DVD Media

- ☐ Demonstrate Bluetooth audio streaming
- ☐ Explain CD/DVD loading/unloading
- ☐ Explain the different available cable options for different media (i.e. iPod, USB, Aux, etc)

Jukebox

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

Video Capability

- ☐ Demonstrate Video Playback using the SD media, Jukebox, & DVD media

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 [with Audi connect services enabled])
- ☐ Show how to manipulate the map (zoom, scroll map area)



Client _____

Navigation (continued)

- ☐ Show how to repeat the last navigation announcement using the iNav steering wheel button
- ☐ 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)
- ☐ Demo how to “cancel” route guidance using voice commands (“Cancel route guidance”) and the MMI (NAV > Destination > Cancel)

Voice Controls

- ☐ Demonstrate the Speech dialog system by using the voice command button on the steering wheel (i.e. accessing “Help,” dialing a phone number, calling a contact, activating the radio, playing a CD/DVD or Jukebox, etc.)
- ☐ 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)

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 3-Way calling (enable in the MMI under Telephone > Settings > Call options > 3-way calling)
- ☐ 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)

- ☐ Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect
- ☐ Explain trial period for Audi connect and how to extend service
- ☐ Explain Wi-Fi hotspot capabilities
- ☐ 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
- ☐ 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

Audi connect (if equipped) (USA ONLY) (continued)

- ☐ Show traffic reports (via your 4 year SiriusXM subscription), fuel updates, weather information, and real-time news feeds
- ☐ 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
- ☐ Demonstrate how to use picture navigation

Orientation Drive

- ☐ Demonstrate rear view camera and rear parking sensors (if equipped)
- ☐ Discuss that foot must be on brake when starting/stopping
- ☐ 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. Only works at speeds over 19 mph (30 km/h)
- ☐ Explain Audi drive select and how to select the various modes
- ☐ 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
- ☐ 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”.
- ☐ Explain the features of Audi Pre Sense Front (if equipped) (requires ACC to be installed)
- ☐ Activate and demonstrate navigation system (if equipped)

Hybrid Technologies

- ☐ Demonstrate how to operate the EV modes in the vehicle. Push the EV button at a speed below 80 mph and check for lights on EV button and instrument cluster. Cycle through the different EV modes: EV, Hybrid, Hold Battery, and Charge Battery. These settings can be toggled through by pressing the EV button on the center console OR accessed through the MMI® via MENU > Car > Car systems > Charging & e-tron > e-tron mode. EV mode may or may not activate based on current operational criteria as described in the owner’s manual



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Hybrid Technologies (continued)

- ☐ Demonstrate the e-tron statistics screen within the MMI
- ☐ Demonstrate how to set the charging timers and pre-climate settings
- ☐ Show the customer how to download the Audi A3 e-tron connect App, and demonstrate the features
- ☐ Demonstrate how to access the charge port in the front of the car and use the vehicle's charger. Show the customer how to use the different charge features and how to set up their charge preferences in the MMI® (if equipped with NAV).

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
 - ▶ Via www.audiusa.com/help/video-tutorials

End the orientation drive in the service write-up area

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

Service Introduction

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

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 _____ ☐ 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 _____