



Audi

2016

TT/TTS Coupe

Audi Delivery Guidelines

Client _____

Stock No. _____

Delivery Date _____

VIN _____

Pre-Delivery

Ensure 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 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? _____

Customer Priority Topics

- Audio and Entertainment System Controls
- Hands-Free Communications
- Trunk, hatch, tailgate
- Heating, Ventilation, Air Conditioning (HVAC)
- Navigation system
- Cruise control
- 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 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 locking/unlocking vehicle with Advanced Key and programming of keys (2 remotes)
- Advise the customer that Audi recommends using top-tier detergent gasoline with a minimum octane rating of 91 AKI (95 RON). Required for TTS, recommended for TT.
- Advise the customer to use only oil that meets Audi standards: VW 502 00/505 00 for gasoline engines

Interior

- Demonstrate climate control functions, located in the air vents
- Demonstrate multifunction steering wheel functions (toggle, scrolling, menu button)
- Trip computer/Driver info display: explain toggle function via steering wheel controls. Reset “Trip Comp 1 and 2” prior to delivery
- Explain star (*) button on the steering wheel; if in the Preset Station List, press the * button to cycle through presets. If in Station List, press the * button to cycle through the station list.
- Explain the wiper/washer system/rain sensor



Audi

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Client

Interior (continued)

- Demonstrate how to activate heated seats
- Demonstrate how to activate heated mirrors
- Show Homelink® location and setup
- Show how to set clock and adjust time zone
- Show how to manually set the clock, daylight savings time and time zone
- Demonstrate how to operate exterior lights
- Demonstrate glovebox operation
- Explain the tire-pressure monitoring system, where to find the correct pressure for each tire, and how to reset the 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"
- Mention seatbelt movement

Owner's Documents

- Explain the "text to phone" features for viewing tutorials on a smartphone or at the Audi Technology website: www.auditechnology.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. The ABS should insert their business card in the slot available
- 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 (function switches, control buttons, volume dial, "MENU" button and the "BACK" button)
- Input letters, numbers, symbols, add a space, delete a character
- Moving a map and adjusting the sound distribution

Bluetooth Capability

- Pair the customer's phone with the vehicle
- Refer to www.audi.com/bluetooth for compatible phone list
- Demonstrate how to answer, ignore and end calls
- Dialing from directories/phonebook/call lists (received, missed, dialed calls)
- Demonstrate making a call via voice and steering wheel commands
- 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)

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

- Explain the scanning/tuning functions
- Show the customer the radio manual seek feature. Select the FM Band > Functions. Turn control knob to Tuning/Channels and press the knob
- Walk the customer through the steps to program favorite radio stations (press and hold knob). The customer should do this with your guidance
- 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
- Explain the settings for the Bang & Olufsen® system (if equipped)

CD/DVD Media

- Show the location and demonstrate the operation of the 2 USB ports, 2 SD card slots, and the 3.5mm AUX input
- Demonstrate Bluetooth® audio streaming
- Explain CD/DVD loading/unloading
- Supported file extensions and formats per MMI® manual (.wma, .m4a, .flac, .wav)

Jukebox

- Hard drive capacity (10 GB)
- Demonstrate importing and sorting from SD Card/Retail Audio CD. See owner's manual for supported file formats and maximum bitrates



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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

Voice Controls

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

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 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
- Show how to enter a stopover
- Demonstrate how to “cancel” route guidance using voice commands (“Cancel route guidance”) and the MMI® (NAV > Destination > Cancel)
- Show how to store a destination

Audi connect® (if equipped)

- Activate services prior to customer arrival and provide overview of features
- Ensure that the customer has requested activation of Audi connect®
- Show the customer how to use the Audi connect® app and all of its features: Car Finder, Travel Destinations, Picture Nav, Online Music Streaming
- Provide an overview of the Audi connect® features, including: fuel prices, weather information, real-time news feeds, traffic reports (via your four-year SiriusXM subscription), Facebook®, Twitter®, flight information, and event information
- Show online traffic info (INRIX®), fuel updates, weather information, and real-time news feeds
- Demonstrate how to use picture navigation
- Explain Wi-Fi® hotspot capabilities

Audi connect® (if equipped) (continued)

- 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 eight characters. Then select “Apply Settings” to save it
- Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect. A myAudi account needs to be active to use the following features: myAudi Destinations, Personalized News, Facebook®/Twitter®
- Explain trial period for Audi connect® and how to extend service

Orientation Drive

- Audi Advanced Key: No ignition for key. Show how to start vehicle using Start/Stop button. Explain that foot must be on brake when starting/stopping
- Discuss that foot must be on brake when starting/stopping
- Show how to set the electromechanical parking brake
- Demonstrate rear parking sensors, rear view camera and front parking sensors (if equipped). Customer can customize the volume through the MMI under “Driver Assist > Parking Aid”
- Explain Audi drive select and how to select the various modes
- Explain Audi side assist functionality (if equipped): Show how to adjust the side assist light brightness in the MMI®, and how the system only works at speeds over 19 mph (30 km/h)
- Only works at speeds over 19 mph (30 km/h)
- Demonstrate cruise control
- Activate and demonstrate navigation system with real-time traffic (if equipped)

End the orientation drive in the service write-up area**Service Introduction**

- Tour of the 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 number 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