



2017

R8 Coupe

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. Only 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)
- Inspect exterior for damage, dings, dents and surface scratches
- Deactivate the connection prompts for the online services, via TEL function button > Settings > Connections > Data Connection > Select “Without request” (USA only)
- 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 floor mats are locked in

Customer Priority Topics

1. _____
2. _____
3. _____

How long would the client like to spend on topics today? _____

Select Owner Priorities

- Audio system
- BLUETOOTH mobile phone pairing
- Driver assistance features
- Media device ports
- Navigation
- Seat fitting (aligns with VBP/K8 efforts)
- Set-it and forget-it
- Voice controls

Exterior

- Demonstrate locking/unlocking vehicle with Advanced Key and programming of keys
- 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
- Show how to open the fuel door
- Advise the customer to only use oil that meets Audi 50200 oil specification for V10 and V10 Plus engines
- Vehicles with matte paint – show the cleaning kit (located in trunk) to the customer and explain the proper care for matte paint

Driver Adjustments

- Demonstrate how to adjust the seats and the seat memory function (if equipped)
- Demonstrate how to activate heated seats
- Show steering column adjustments
- Show how to adjust the seat belt
- Show how to adjust comfort arm rest
- “Passenger Side Airbag Off” light: Explain that it illuminates if no occupant in passenger seat or if occupant is “out of position”

Driver Controls

- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights

 Client

Driver Controls (continued)

- Demonstrate the multifunction steering wheel
- Demonstrate the driver information system and explain the scroll function via the steering wheel controls
- Demonstrate how to adjust and activate heated mirrors
- Explain the windshield wiper and washer functions
- Demonstrate glovebox operation
- Show Homelink® location and setup
- Show how to manually set the clock, daylight savings time and time zone
- Demonstrate climate control functions
- Demonstrate valet function (ensure that it is not activated)
- Explain the tire-pressure monitoring system (TPMS), where to find the correct pressure for each tire, and how to reset the system in the MMI®
- Show how to set clock and adjust time zone

Owner's Documents

- Owner's manual, MMI® manual and other manuals as equipped
- 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
- Provide Audi Care information
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988
- Take the "Quick Questions & Answers Guide" from the glove box, open it, and demonstrate how to use it with the customer
- Explain the "text to phone" features for viewing tutorials on a smartphone or at the Audi Technology website: www.auditech-nology.com
- Lemon Law Rights Booklet or Lemon Law Notice as required by law

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 touch with handwriting-recognition technology
- Input letters, numbers, symbols, add a space, delete a character

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
- Explain to the customer that they have a free three-month 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)

Bluetooth Capability

- Pair the customer's phone with the vehicle and store customer's contacts. Refer to www.audi.com/bluetooth for compatible phone list
- Demonstrate how to answer, ignore and end calls
- Demonstrate dialing from directories/phonebook/call lists (received, missed, dialed calls)
- Demonstrate making a call via voice and steering wheel commands
- Ask the customer if they would like to have the Audi Technologist phone number added to their phone contacts: 1-855-750-TECH (8324)
- Demonstrate conference calling (enable in the MMI® under Telephone > Call Options menu)
- Demonstrate Bluetooth® audio streaming

Media

- Show the location and demonstrate the operation of the 2 USB ports and 2 SD card slots
- Supported file extensions and formats per MMI® manual
- Demonstrate importing and sorting from SD Card. See owner's manual for supported file formats and maximum bitrates

Voice Controls

- Have the customer complete the speech training to allow the Voice Recognition System to learn and adapt to the customer's voice (Main Menu > Set up MMI > Voice Recognition > Individual Speech Training)

Client

Voice Controls (continued)

- Demonstrate the Voice Recognition 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”
- Show how to manipulate the map (zoom, scroll map area)
- Show how to enter a stopover
- Show how to repeat the last navigation announcement using the iNav steering wheel button
- Show how to store a destination
- Demonstrate how to “cancel” route guidance using voice commands (“Cancel route guidance”) and the MMI® (NAV > Destination > Cancel)
- Explain the Nav-Data-Update process. Available two times a year for three years

Audi connect®

- Ensure that the customer has requested activation of Audi connect®, and activate prior to customer arrival
- Provide an overview of the Audi connect® features, including: fuel prices, weather information, real-time news feeds, traffic reports (INRIX®), Twitter®, flight information, and event information
- Show the customer how to use the Audi connect® app and all of its features: Car Finder, Travel Destinations, Picture Nav, Online Music Streaming
- 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 eight characters. Then select “Apply Settings” to save it
- Explain the purpose of setting up a myAudi account at myaudi-us.com/Audiconnect
- Point out that the Audi connect® brochure (located in the glove box) contains additional information for customer review after delivery

Orientation Drive

- Audi Advanced Key (if equipped): Show how to start vehicle using Start/Stop button. Explain that foot must be on brake when starting/stopping
- Show how to set the electromechanical parking brake
- Demonstrate operation of Parking system plus with rear view camera (front and rear acoustic sensors)
- Demonstrate the Tiptronic® function
- Explain Audi drive select and how to select the various modes
- Demonstrate cruise control
- Activate and demonstrate navigation system (if equipped)
- Demonstrate Audi magnetic ride (with Dynamic, Comfort and Auto suspension settings) (if equipped)
- Demonstrate how to manually extend/retract the rear spoiler (if equipped)

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

- Tour the service department and introduce the customer to the Service Manager and Service Consultant
- Set up first service appointment
- Ask the customer if you can program the service department’s phone number into their phone



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 _____ 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