



2017

A4/A4 allroad

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
- 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 floor mats are locked in place
- Ensure tire pressures are set to “normal Customer load” conditions and calibrate (store) the Tire Pressure Monitoring System (TPMS) prior to Delivery

Customer Priority Topics

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

1. _____
2. _____
3. _____

Select Owner Priorities

- Audio system
- BLUETOOTH mobile phone pairing
- Driver assistance features
- Media device ports
- Navigation
- Seat fitting
- Set-it and forget-it
- Voice controls

Exterior

- Demonstrate keyless engine start/stop. Demonstrate Audi advanced key - keyless entry with hands-free trunk release (if equipped)
- 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 or 505 00 for gasoline engines

Driver Adjustments

- Demonstrate how to adjust the seats and the seat memory function (if equipped)
- Demonstrate how to activate heated front seats (if equipped)
- Show front seat ventilation (if equipped)
- Show steering column adjustments

Driver Adjustments (continued)

- 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
- Explain the SOS and Roadside assistance buttons to the customer (if equipped)
- Demonstrate how to activate heated rear seats (if equipped)
- Demonstrate the instrument cluster and driver information systems. Show how to navigate via the steering wheel controls

Client

Driver Controls (continued)

- Demonstrate how to adjust and activate heated mirrors
- Explain the windshield wiper and washer functions
- Demonstrate sunroof and sunshade operation
- Demonstrate manual rear-side window shades (if equipped)
- 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
- 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®

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.auditechnology.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 (if equipped)
- 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 sound system

Bluetooth Technology

- Pair the customer's phone with the vehicle and store customer's contacts. Demonstrate using the Connection manager for pairing multiple devices. Refer to www.audi.com/bluetooth for compatible phone list
- Demonstrate Smartphone interface (Apple Car Play & Android Auto)
- 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
- Demonstrate conference calling (enable in the MMI® under Telephone > Telephone settings > Call options > Multi-party 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)
- Demonstrate Bluetooth® audio streaming

CD/DVD Media

- Show the location and demonstrate the operation of the 2 USB ports and 2 SD card slots
- Explain CD/DVD loading/unloading
- Supported file extensions and formats per MMI® manual

Video Capability

- Demonstrate Video Playback using the SD media & DVD media
- To view in car video tutorials, select the Car function button > Owner's Man control button and follow the prompts
- Point out that these videos can also be viewed via www.auditechnology.com, & www.audiusa.com/help/video-tutorials

Client

Voice Controls

- Have the customer complete the Individual speech training to allow the Speech dialog system to learn and adapt to the customer's voice (via Settings > Speech dialog system > Individual speech 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, etc)
- Demonstrate how to use External Voice Recognition by holding the voice activation button for four seconds

Navigation

- Show how to input an address and a POI as the destination using the MMI® and voice commands (use Points of interest or Online search 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) via MMI Touch and the control wheel
- Show how to repeat the last navigation announcement using the NAV steering wheel button
- Show how to enter a stopover
- Demonstrate how to "cancel" route guidance using voice commands ("Cancel route guidance") and the MMI® (Navigation > Cancel route guidance)
- Show how to store a destination
- Explain the Nav-Data-Update process via the customer's My-Audi account
- 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)

Audi connect (if equipped) (USA ONLY)

- 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. Ask the customer to enter an easy way to remember the password of at least eight characters via Telephone > Options > Wi-Fi options > Wi-Fi Mode "Hotspot" > Hotspot settings > Password

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

- Explain the purpose of setting up a myAudi account at audiusa.com/Audiconnect
- Explain trial period for Audi connect® and how to extend service
- Point out that the Audi connect® brochure (located in the glove box) contains additional information for customer review after delivery

Orientation Drive

- Demonstrate the engine start-stop system
- Explain the purpose of start-stop (fuel economy/CO2)
- Explain what happens during start-stop system transitions (feels and sounds)
- Review the start-stop system info card with the customer
- Show how to set the electromechanical parking brake
- Demonstrate front and rear park sensors. Show the customer how they can customize the volume through the MMI® under Vehicle > Driver assistance > Parking aid (if equipped)
- Demonstrate operation of Audi parking system plus with rear view camera and top or corner view cameras (if equipped)
- Explain Audi drive select, how to select the various modes, and configure Individual mode
- Demonstrate the Tiptronic® function
- Explain Audi side assist with Audi pre sense® rear with Rear cross traffic alert and Vehicle exit assist (if equipped)
- Explain active lane assist functionality (if equipped). Adjust settings in the MMI® via Vehicle > Driver assistance > Active lane assist. System only works at speeds of 40 mph (65 km/h) or more
- Demonstrate cruise control
- Demonstrate Audi adaptive cruise control with stop & go and traffic jam assist (congestion assist) (if equipped)
- Explain Audi pre sense® basic
- Explain Audi pre sense® city with Pedestrian and vehicle collision warning and braking initiation (within the direction of lane of travel from 6 mph to 52mph) (if equipped)
- Explain Audi pre sense® plus with Collision avoidance assistant and Turn assist (if equipped)
- Activate and demonstrate navigation system (if equipped)
- Demonstrate and explain head-up display (if equipped)
- Explain High-beam assistant (if equipped)

End the orientation drive in the service write-up area



Client

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

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