



2018  
Q3

# Audi Delivery Guidelines

Client \_\_\_\_\_

Stock No. \_\_\_\_\_

Delivery Date \_\_\_\_\_

VIN \_\_\_\_\_

## Delivery Inspection

Ensure that final vehicle quality inspection is completed

- Inspect exterior for damage, dings, dents and surface scratches
- Verify that vehicle is equipped as specified and that all accessories have been installed
- Check interior for cleanliness, grease marks and damage
- 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.

- Repair all defects prior to customer delivery
- 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 Terms & Conditions have been signed. Applies only to vehicles equipped with Audi connect® USA only

## Customer Priority Topics

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

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

### Priority Delivery Topics

- |                                                         |                                               |
|---------------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Audio System                   | <input type="checkbox"/> Navigation           |
| <input type="checkbox"/> BLUETOOTH mobile phone pairing | <input type="checkbox"/> Seat fitting         |
| <input type="checkbox"/> Driver assistance features     | <input type="checkbox"/> Set-it and forget-it |
| <input type="checkbox"/> Media device ports             | <input type="checkbox"/> Voice controls       |

### Exterior

- Advise the customer to use only oil that meets Audi standards
- Advise the customer that Audi recommends using top-tier detergent gasoline that matches vehicle requirements

### Interior

#### Driver Controls

- Instrument cluster, driver information systems, and steering wheel controls
- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights
- Automatic climate control
- Power outlets
- Glove box

#### Driver Controls (continued)

- Comfort front armrest
- Power tailgate open & close
- Power windows: Power retention until front door is opened, one-touch up/down operation for all windows, pinch protection for all windows
- Power-adjustable, heated exterior side mirrors with power-folding, and auto dimming (if equipped)
- Panoramic sunroof with tilt, slide and power sunshade features
- Auto-dimming rear view mirror with digital compass
- Garage door opener (HomeLink®) 3-channel remote transmitter on side of overhead console (if equipped)
- Spare tire
- Tool kit with jack

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 Client

### Steering

- Demonstrate the multifunction steering wheel
- Tilt and telescopic adjustable steering column
- Steering wheel mounted shift paddles (if equipped)

### Seating

- Demonstrate how to adjust the seats
- Heated front seats (three-step)
- Split folding rear seats w/pass-through
- "Passenger Side Airbag Off" light
- Removable cargo floor for access to spare
- LATCH childseat-mounting points

### Owner's Documents

- Owner's manual, MMI® manual and other manuals as equipped
- 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](http://www.auditech-nology.com)
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- 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
- Lemon Law Rights Booklet or Lemon Law Notice as required by law
- Provide Audi Care information
- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988

### Infotainment

- Review the MMI® controls and basic functionality
- Audi sound system (if equipped)
- Audi music interface
- BOSE® sound system (if equipped)
- MMI® Navigation plus (if equipped)
- CD/DVD/SD card slots
- SiriusXM® Satellite Radio with 90-day trial subscription (if equipped)

### Infotainment (continued)

- HD Radio™ Technology (if equipped)
- Demonstrate the scanning, tuning, and seek functions, as well as how to save favorites
- Voice control
- BLUETOOTH® wireless technology & streaming audio for compatible devices
- Audi connect® with six-month trial subscription
- Wi-Fi® hotspot capabilities and 3G connectivity (if equipped)
- Sirius/XM Online® Traffic
- Show how to manually set the clock, daylight savings time and time zone

### Orientation Drive

#### Vehicle Systems

- Electromechanical parking brake
- Tire pressure monitoring system (TPMS)

#### Driver Assistance

- Audi advanced key - keyless start, stop and entry, front doors & tailgate
- Explain the windshield wiper and washer functions
- Parking system plus with rear view camera (front and rear acoustic sensors)
- Audi drive select
- Audi side assist
- Hill descent assist

#### Wrap up

- End the orientation drive in the service write-up area
- 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
- Ask the customer if they would like to have the Audi Technologist phone number added to their phone contacts: 1-855-750-TECH (8324)



\_\_\_\_\_  
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