



2020

e-tron

# Audi Delivery Guidelines

Client \_\_\_\_\_

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

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

VIN \_\_\_\_\_

### Delivery Inspection

Ensure 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](http://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)
- Verify the Audi Phone Box Customer Registration form is present in the glovebox

### Customer Priority Topics

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

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

### Priority Delivery Topics

- |  |   |
|--|---|
| <input type="checkbox"/> Voice Recognition                           | <input type="checkbox"/> Door Locks/Keyless Entry                     |
| <input type="checkbox"/> Navigation System                           | <input type="checkbox"/> Trunk/Hatch/Tailgate - Hard to Open/Close    |
| <input type="checkbox"/> EV specific features in MMI & myAudi App    | <input type="checkbox"/> Tire Pressure Monitoring System - Indicators |
| <input type="checkbox"/> Audio System (with smart phone integration) | <input type="checkbox"/> Cruise Control System                        |

### Exterior

- Locate charging port and explain AC/DC operation to customer
- Review new exterior/interior electric door handle concept

### Interior

#### Driver Controls

- Instrument cluster, driver information systems, and steering wheel controls.
- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights
- Ambient LED interior lighting settings (if equipped)
- Automatic climate control
- Air improvement system
- Power outlets

### Driver Controls (continued)

- Glove box
- 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 powerfolding & auto-dimming
- Rear side window sunshades (if equipped)
- Panoramic sunroof with tilt, slide and power sunshade features
- Auto-dimming interior rear view mirror with digital compass & Integrated Toll Module
- Garage door opener (HomeLink®) in lower MMI touch screen
- Power soft-closing doors (if equipped)
- Electric rear window defogger w/automatic timed shut off feature

Client

**Driver Controls (continued)**

- Power trunk open/close with hands-free trunk release
- Spare tire
- Tool kit with jack

**Steering**

- Demonstrate the multifunction steering wheel
- Tilt and telescopic adjustable steering column
- Steering wheel mounted regen shift paddles
- Heated steering wheel (if equipped)
- Explain Hands on Detection steering wheel to customer (if equipped with driver assistance package)

**Seating**

- Demonstrate how to adjust the seats
- Heated front seats (three-step)
- Heated rear seats (three-step) (if equipped)
- Folding rear seat with passthrough
- Rear LED reading lights
- Ventilated front seats (three-step) (if equipped)
- "Passenger Side Airbag Off" light
- LATCH childseat-mounting points
- Spare tire access and cargo floor
- Massage seat functions (if equipped)

**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

**Owner's Documents (continued)**

- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988

**Infotainment**

- Show the customer how to set charge to only 80% of maximum capacity.
- Show customer how to set vehicle preconditioning and charging timers (also via myAudi App)
- Explain battery and power meters in virtual cockpit
- Explain "range mode" setting in MMI
- Show customer how to activate e-tron mode for Virtual Cockpit via MMI
- Explain "hospitality" feature in MMI of allowing the automatic release of charging port when DC charging is completed
- Explain Auto/Manual regen and how to set via MMI
- Review the MMI® controls and basic functionality, including customization options
- Bang & Olufsen® sound system (if equipped)
- MMI® Navigation plus
- MMI® touch-with handwriting-recognition technology
- CD/DVD
- SD card slot
- SiriusXM® Satellite Radio with 90-day trial subscription
- HD Radio™ Technology
- Demonstrate the scanning, tuning, and seek functions, as well as how to save favorites
- Voice control (customer has to accept EULA for online recognizer)
- BLUETOOTH® wireless technology & streaming audio for compatible devices
- Audi smartphone interface: Apple® CarPlay and Google™ Android Auto integration
- Audi connect® with six-month trial subscription
- Explain Audi connect® CARE features (assistance and security systems available without subscription for a limited time)
- Wi-Fi® hotspot capabilities and 4G LTE connectivity
- Explain the Nav-Data-Update process via over the air updates and notifications
- Show how to manually set the clock, daylight savings time and time zone
- Review Audi Phone Box Customer Form and ensure Serial Number is listed



Client \_\_\_\_\_

**Orientation Drive**

**Vehicle Systems**

- Show boost mode by putting transmission in S
- Explain e-sound for pedestrians while vehicle is in Drive or Reverse
- Electromechanical parking brake
- Tire pressure monitoring system (TPMS)

**Suspension**

- Adaptive air suspension

**Driver Assistance**

- Audi advanced key - keyless start, stop and entry
- Explain the windshield wiper and washer functions
- Parking system plus with 3D top view camera system (360° view, four cameras, front and rear acoustic sensors) (if equipped)
- Parking system plus with rear view camera (front and rear acoustic sensors)
- Park Assist
- Cruise control with coast, resume and accelerate features
- Adaptive cruise control with stop & go (if equipped)
  - Adaptive Cruise Assist
  - Turn Assist
  - Intersection Assistant

**Driver Assistance (continued)**

- Traffic Jam Assist
- Predictive Efficiency Assist
- Active lane assist with emergency assistant
- Traffic sign recognition
- Audi pre sense® basic & city
- Audi pre sense® 360 (includes pre sense® side)
- Audi drive select
- Audi side assist with Audi pre sense® rear: Rear Cross Traffic Alert & Vehicle exit warning (if equipped)
- High-beam assistant (if equipped)
- Head-up display with navigation and assistance systems information (if equipped)

**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)

**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 New Vehicle Orientation?**

- 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



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## **Audi Phone Box-Equipped Vehicles**

Operation of the Audi Phone Box is subject to the following requirements of the Federal Communications Commission:

This is a CONSUMER device.

BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your service provider.

You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed at least 20 cm (8 inches) from any person.

You MUST cease operating this device immediately if requested by the FCC or a licensed wireless service provider.

WARNING. E911 location information may not be provided or may be inaccurate for calls served by using this device.

Make #     FKW

Model #    4M0 035 456 A

Serial #    FKW-\_\_\_\_\_