Audi Service

2020

# A8 L/A8 e/S8

## 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
- ☐ Complete myAudi registration, Audi connect trial activation, and key user verification prior to customer arrival. Ensure customer has agreed to Audi connect Terms & Conditions and has set the 4-digit S-PIN in the myAudi smartphone app.
- ☐ Complete the Key User Pairing in the vehicle (if equipped)
- ☐ Provide completed Audi phone box registration form to customer (if equipped)

### Customer Priority Topics

1. _____

2. _____

3. _____

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

### Priority Delivery Topics

- ☐ Voice Recognition
- ☐ Navigation System
- ☐ BLUETOOTH® mobile phone pairing
- ☐ Audio System (with smart phone integration)
- ☐ Door Locks/Keyless Entry
- ☐ Trunk/Hatch/Tailgate - Hard to Open/Close
- ☐ Tire Pressure Monitoring System - Indicators
- ☐ Cruise Control System

### 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
- ☐ 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
- ☐ Automatic climate control

#### Driver Controls (continued)

- ☐ Premium air quality system (if equipped)
- ☐ Power outlets
- ☐ 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
- ☐ Power rear side window sunshades
- ☐ Power rear window sunshade
- ☐ Panoramic sunroof with tilt, slide and power sunshade features
- ☐ Auto-dimming interior rear view mirror with digital compass
- ☐ Garage door opener (HomeLink®) in lower MMI touch screen

_____
Client

**Driver Controls (continued)**

- ☐ Power soft-closing doors
- ☐ Electric rear window defogger w/automatic timed shut off feature
- ☐ 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 shift paddles
- ☐ Heated steering wheel (if equipped)

**Seating**

- ☐ Demonstrate how to adjust the seats
- ☐ Heated surfaces (front/rear) (if equipped)
- ☐ Heated front seats (three-step)
- ☐ Heated rear seats (three-step) (if equipped)
- ☐ Rear seat with passthrough
- ☐ Rear LED Matrix reading lights (if equipped)
- ☐ Folding tables in rear center console (if equipped)
- ☐ 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.auditechnology.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

**Owner's Documents (continued)**

- ☐ 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, including customization options
- ☐ Bang & Olufsen® sound system or Bang & Olufsen® Advanced 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
- ☐ Rear Seat Entertainment system with dual 10" screens and DVD changer
- ☐ Show how to manually set the clock, daylight savings time and time zone
- ☐ Smart Remote Control (if equipped)
- ☐ Review Audi Phone Box Customer Form and ensure Serial Number is listed

**Orientation Drive**

**Vehicle Systems**

- ☐ Idle start/stop efficiency system
- ☐ Electromechanical parking brake

Client

**Vehicle Systems (continued)**

- ☐ 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
  - ☐ Traffic Jam Assist
  - ☐ Predictive Efficiency Assist
  - ☐ Active lane assist with emergency assistant
  - ☐ Traffic sign recognition

**Driver Assistance (continued)**

- ☐ 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)
- ☐ Night vision assistant with pedestrian and large animal detection (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 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 _____

## 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 # 4MØ Ø35 456 A

Serial #

FCC ID RK7MBC-NAR

**CUSTOMER COPY**