

2021

A8 L/A8 PHEV/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 | ☐ Door Locks/Keyless Entry |
| ☐ Navigation System | ☐ Trunk/Hatch/Tailgate - Hard to Open/Close |
| ☐ BLUETOOTH® mobile phone pairing | ☐ Tire Pressure Monitoring System - Indicators |
| ☐ Audio System (with smart phone integration) | ☐ 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.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

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
- ☐ SD card slot
- ☐ SiriusXM® Satellite Radio with 90-day trial subscription
- ☐ Tune to SiriusXM and show SiriusXM presets and customize based on customers listening preferences
- ☐ Show differences of SAT vs IP channels through the On Demand category in SiriusXM with 360L equipped vehicles
- ☐ Check radio settings and ensure 'Online additional data' is toggled on and 'online station tracking' is set to Automatic
- ☐ 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



Client**Orientation Drive****Vehicle Systems**

- ☐ Idle start/stop efficiency system
- ☐ 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
 - ☐ Traffic Jam Assist
 - ☐ Predictive Efficiency Assist
 - ☐ Active lane assist with emergency assistant
 - ☐ Traffic sign recognition

Driver Assistance (continued)

- ☐ Audi pre sense® basic & front
- ☐ 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
- ☐ 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