

2021

**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
- 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**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> Voice Recognition</li> <li><input type="checkbox"/> Navigation System</li> <li><input type="checkbox"/> EV specific features in MMI &amp; myAudi App</li> <li><input type="checkbox"/> Audio System (with smart phone integration)</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Door Locks/Keyless Entry</li> <li><input type="checkbox"/> Trunk/Hatch/Tailgate - Hard to Open/Close</li> <li><input type="checkbox"/> Tire Pressure Monitoring System - Indicators</li> <li><input type="checkbox"/> Cruise Control System</li> </ul> |
|---|--|

**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
- 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



Client \_\_\_\_\_

**Infotainment (continued)**

- 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

**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)

**Driver Assistance (continued)**

- Adaptive Cruise Assist
- Turn Assist
- Intersection Assistant
- Traffic Jam Assist
- Predictive Efficiency Assist
- Active lane assist with emergency assistant
- Traffic sign recognition
- 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 (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 \_\_\_\_\_  
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