Audi

2015
Q3 | Audi Delivery Guidelines

Client

Stock No.

Delivery Date

VIN

Pre-Delivery

Ensure Final Vehicle Quality Inspection Is Completed

☐ Enroll customer in Audi connect Services (http://MyAudiconnect.com)(if equipped and Audi connect Request to Initiate Services and T-Mobile T&C are signed) (USA ONLY)

☐ Deactivate the connection prompts for the online services (TEL function button > Settings > Connections > Data Connection > select Without request) (USA ONLY)

☐ Inspect exterior for damage, dings, dents and surface scratches

☐ Check interior for cleanliness, grease marks and damage. Repair all defects prior to customer delivery

☐ Verify vehicle is equipped as specified and all accessories are installed

☐ Check front/rear floor mats are locked in

Customer Priority Topics

1. _____

2. _____

3. _____

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

Priority Delivery Topics	Personalize Vehicle Settings
☐ Audio and Entertainment System Controls	☐ Bluetooth: Connect customer's Bluetooth phone and assist in copying and accessing phonebook entries. Ensure connection will occur automatically upon re-entry if desired. Refer to www.audi.com/bluetooth for compatible phone list. Click on appropriate country.
☐ HVAC (Heating, Ventilation, Air Conditioning) Controls	☐ Adjust mirrors, seats, and steering column to customer preference
☐ Hands-Free Communications	☐ Assist with radio station presets
☐ Cruise Control and Operation	☐ Show how to connect iPod/MP3. Demonstrate AMI, SD cards and Aux-in jack (if equipped)
☐ Navigation System	

Bluetooth Capability

☐ Pair the customer's phone with the vehicle

☐ Demonstrate making a call via voice and steering wheel commands

☐ Demonstrate how to answer, ignore and end calls

☐ Demonstrate dialing from directories/phonebook/call lists (received, missed, dialed calls)

☐ Refer to www.audi.com/bluetooth for compatible phone list. Click on appropriate country

☐ Demonstrate conference calling (enable in the MMI under Telephone > Call Options menu)

☐ Ask the customer if they would like to have the Audi Technologist phone number added to their phone contacts: 1-855-750-TECH (8324)

Voice Controls

☐ Demonstrate voice commands, including navigation voice controls and POI

☐ Demonstrate the voice command feature (i.e., accessing "Help," dialing a phone number, calling a contact, using the steering wheel voice command button, etc.)

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Voice Controls (continued)

☐ Have the customer complete the speech training to allow the Voice Recognition System to learn and adapt to the customer's voice (Main Menu > Setup MMI > Voice Recognition > Individual Speech Training)

☐ Radio station, CD/DVD, or Jukebox

Introduce MMI Navigation System

☐ Review the MMI controls and basic functionality (buttons: function, on/off, arrow control, and back)

    ☐ Input letters, numbers, symbols, add a space, delete a character

    ☐ Moving a map and adjusting the sound distribution

Audi connect (USA ONLY) (if equipped)

☐ Activate services prior to customer arrival and provide overview of features

☐ Ensure customer has requested activation of Audi connect

  ▸ Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect
  ▸ Explain trial period for Audi connect and how to extend service
  ▸ Explain Wi-Fi hotspot capabilities
  Have the customer set up their Wi-Fi password Via TEL > Settings > Wi-Fi Settings > Select "Password." Ask the customer to enter an easy way to remember the password of at least 8 characters. Then Select "Apply settings" to save it

☐ Point out that the Audi connect Brochure (located in the glove box) contains additional information for customer review after delivery

☐ Show traffic reports (via your 4 year SiriusXM subscription), fuel updates, weather information, and real-time news feeds

Navigation

☐ Show how to input an address and a POI as the destination using the MMI and voice commands (use Online Destinations if equipped with Audi connect)

☐ Show how to enter a stopover

☐ Demo how to "cancel" route guidance using voice commands ("Cancel route guidance") and the MMI (NAV > Destination > Cancel)

☐ Show how to store a destination

☐ Show how to customize route "criteria" (e.g., avoid toll roads) and "Settings" (e.g., 3D map and Map Orientation, and Google Earth Mapping [with Audi connect services enabled])

☐ Show how to manipulate the map (zoom, scroll map area)

Navigation (continued)

☐ Show how to repeat the last navigation announcement using the iNav steering wheel button

☐ Show how to set the ambient lighting in the vehicle interior (if equipped)

☐ Explain Tire Pressure Monitoring System and how to reset in the MMI

Media Overview

Radio (AM/FM/SAT)

☐ Show how to program preferred radio stations (press and hold knob)

☐ Explain the scanning/tuning functions

☐ Walk the customer through the steps to program favorite radio stations (press and hold knob). The customer should do this with your guidance

☐ Show the customer the manual seek feature. Select the FM Band > Functions. Turn control knob to Tuning/Channels and press the knob.

☐ Explain the settings for the Bose® system (if equipped)

☐ Explain to the customer that they have a 3 month free subscription to Sirius Satellite Radio and demonstrate how to get to the satellite band. Show them the SiriusXM Satellite Radio insert from the glove box, point out the station guide list, and demonstrate presetting a station of their choice for them.

Audi Music Interface and CD/DVD Media

☐ Show the location of the AMI interface and standard iPod cable

☐ Explain the different available cable options for different media (i.e. iPod, USB, Aux, etc)

☐ Explain CD/DVD loading/unloading

Jukebox – Hard drive

☐ Capacity (20 GB/up to 3,000 songs)

☐ Supported file extensions and formats per MMI manual

☐ Demonstrate importing and sorting from SD Card/Retail Audio CD. See owner's manual for supported file formats and maximum bitrates

Video Capability (MMI3G+)

☐ Demonstrate Video Playback using the SD media, Jukebox, & DVD media

☐ Explain acceptable video formats

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Interior

☐ Demonstrate climate control functions and how to activate heated seats and mirrors (if equipped)

☐ Demonstrate multifunction steering wheel functions (toggle, scrolling, menu button)

☐ Explain wiper (front/rear)/washer system/rain sensor

☐ Demonstrate sunroof and sunshade operation (if equipped)

☐ Demonstrate glovebox function

☐ Show Homelink® location and setup (if equipped)

☐ "Passenger Side Airbag Off" light: Explain that it illuminates if no occupant in passenger seat or if occupant is "out of position"

☐ Trip computer/Driver info display: Explain toggle function via "RESET" on stalk. Reset "Trip Comp 1 and 2" prior to delivery! Explain Audi efficiency program

☐ Show how to set the clock, daylight savings time and time zone manually

Exterior

☐ Demonstrate locking/unlocking vehicle with Standard Intelligent Key/Advanced Key (if equipped).and programming of keys (2 master, 1 emergency, 1 valet)

☐ (If equipped with Keyless entry) Explain to the customer that the vehicle is set from the factory to unlock only the door that is approached. Show them in the MMI under vehicle settings, where they can select their central locking preference and adjust it to "all doors" if preferred.

☐ Demonstrate how to operate the power tailgate via the remote control master key, driver's door, and tailgate

☐ Demonstrate trunk lid functionality, including the height adjustment. Adjust the height to customer preference

☐ Advise the customer to only use oil that meets Audi 502.00 standards

☐ Advise the customer that Audi recommends using Top Tier Detergent Gasoline with a minimum octane rating of 91AKI (95 RON)

Owner's Documents

☐ Take the Quick Questions & Answers Guide from the glove box, open it, and demonstrate how to use it with the customer

☐ Explain the USB launcher use

☐ ABS should insert their business card in the slots available next to the USB launcher

Owner's Documents (continued)

☐ Explain the "text to phone" features for viewing tutorials on a smart phone or at the Audi Technology website: www.auditechnology.com

☐ Owner's Manual, MMI Manual and other manuals as equipped

☐ 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

☐ Tire Warranty Booklet: Explain coverage from tire manufacturer

☐ License/insurance/registration/title (if applicable)

☐ 24-Hour Roadside Assistance information; ask customer to program number in their phone

☐ Provide Audi Care Information

☐ Lemon Law Rights Booklet or Lemon Law Notice as required by law (USA ONLY)

Orientation Drive

☐ Discuss that foot must be on brake when starting/stopping

☐ Show how to set electromechanical parking brake

☐ Explain Audi drive select and how to select/change modes (if equipped)

☐ Demonstrate Audi parking system plus with rear view camera (if equipped)

☐ Explain the purpose of Start-Stop (fuel economy/CO2)

☐ Demonstrate the engine Start-Stop-System (on applicable models)

☐ Explain what happens during start-stop system transitions (feels and sounds)

☐ Show how to enable and disable the start-stop system

☐ Set the Start-Stop function to the customer's preference

☐ Demonstrate cruise control

☐ Explain Audi side assist functionality (if equipped): Point out the side assist button on the driver's side door. Show how to adjust the side assist light brightness in the MMI. Only works at speeds over 19 mph (30 km/h)

☐ Activate and demonstrate navigation system with real-time traffic (if equipped)

☐ If equipped with front and rear park sensors, show the customer how they can customize the volume through the MMI under "Driver Assist>Parking Aid".

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End the orientation drive in the service write-up area

Service Introduction

☐ Tour service department and introduce to Service Manager and
   Service Consultant

☐ Set up first service appointment

☐ Ask customer if you can program service department's phone #
   in their phone

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 _____ _____ ☐ 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