2016
A6/S6/A6 TDI | Audi Delivery Guidelines

Client _____

Stock No. _____

VIN _____

Delivery Date _____

Pre-Delivery

☐ Ensure customer has requested activation of Audi connect, and activate prior to customer arrival at MyAudiconnect.com, if Audi connect Request to Initiate Services and AT&T T&C have been signed. (if equipped)(USA Only)

☐ Ensure Final Vehicle Quality Inspection Is Completed

☐ 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.

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

☐ Repair all defects prior to customer delivery

☐ 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

☐ Audio and Entertainment System Controls

☐ Hands-Free Communication

☐ Heating, Ventilation, Air Conditioning (HVAC)

☐ Navigation System

☐ Cruise Control

☐ Demonstrate trunk lid functionality, including the height adjustment

☐ Demonstrate Memory Seats

☐ Personalize Vehicle Settings Bluetooth: Connect customer's Bluetooth phone and assist in copying and accessing phone-book entries. (up to 4,000 contacts) Ensure connection will occur automatically upon re-entry if desired. Refer to www.audi.com/bluetooth for compatible phone list

Exterior

☐ (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

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

☐ Advise the customer to only use oil that meets Audi standards:
  ‣ VW 502 00/505 00 for gasoline engines
  ‣ VW 504 00/507 00 for diesel engines

☐ Show how to open fuel door – push / pull release (show AdBlue fill – TDI only)

Exterior (continued)

☐ Explain the misfuel inhibitor feature on the fuel tank (TDI only)

☐ Explain AdBlue and messages shown if AdBlue level is low or empty (TDI only)

Interior

☐ Explain wiper/washer system/rain sensor

☐ Show Homelink® location and setup

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

☐ Show front seat ventilation & massage (if equipped)

☐ Show how to activate heated mirrors and seat heating (rear seat heating on S6 only)/ventilation

☐ Show how to adjust comfort arm rest

Client

Interior (continued)

- ☐ "Passenger Side Airbag Off" light: Explain that it illuminates if no occupant in passenger seat or if occupant is "out of position"
- ☐ Demonstrate and explain power rear sunshade and rear side manual sunshades (if equipped)
- ☐ Demonstrate climate control functions (front and rear). Explain "hi"/"lo" fan settings/speed for faster heating and cooling
- ☐ Explain Star (*) button on the steering wheel (if equipped) – If in the Preset Station List, press the * button to cycle through presets. If in Station List, press * button to cycle through station list
- ☐ Explain that the small red triangle puts the system into AUTO mode and that it will automatically adjust the fan speed to reach the temperature
- ☐ Demonstrate cruise control/ACC (if equipped)
- ☐ Demonstrate and explain Head-up Display (if equipped)
- ☐ Review the Start-Stop-System info card with the customer.
- ☐ Demonstrate seat positioning and memory settings using front seat controls. Show how to adjust headrest in all different axis directions
- ☐ Mention seatbelt movement
- ☐ Show how to access the Vehicle functions within each tab. Point out the items which can be set via the MMI (e.g., time, miles vs. km, etc.). Reset "Trip Comp 1 and 2" prior to delivery
- ☐ Demonstrate heated steering wheel operation (if equipped)
- ☐ Demonstrate sunroof operation
- ☐ Show rear seat pass through
- ☐ Multifunction steering wheel functions (toggle, scrolling, menu button)
- ☐ Driver Info Display/Trip Computer: Explain toggle function via "RESET" on stalk. Show the different tabs that will display
- ☐ Demonstrate valet function (ensure not activated) – refer to the owners manual for details
- ☐ Demonstrate cooled glove box

Owner's Documents

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

Owner's Documents (continued)

- ☐ 24-Hour Roadside Assistance information; ask customer to program number in their phone: 1-800-411-9988
- ☐ 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
- ☐ Take the Quick Questions & Answers Guide from the glove box, open it, and demonstrate how to use it with the customer
- ☐ Lemon Law Rights Booklet or Lemon Law Notice as required by law (USA ONLY)
- ☐ 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

Introduce MMI Navigation System

- ☐ Review the MMI controls and basic functionality (buttons: function, on/off, arrow control, and back)
- ☐ Moving a map and adjusting the sound distribution
- ☐ Input letters, numbers, symbols, add a space, delete a character
- ☐ 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)

- ☐ 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 Bang & Olufsen® 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.
- ☐ Show how to program preferred radio stations (press and hold knob)

Audi

Client

Media Overview (continued)

CD/DVD Media

☐ Explain CD/DVD loading/unloading

☐ Supported file extensions and formats per MMI manual (.wma, .m4a, .flac, .wav)

Jukebox

☐ Hard drive capacity (10 GB)

☐ Demonstrate importing and sorting from SD Card/Retail Audio CD/USB input. Supported file formats: .wma, .m4a, .flac, .wav

Video Capability

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

Navigation

☐ Show how to enter a stopover

☐ 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)

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

☐ 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)

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

☐ Explain the Nav-Data-Update process. Available 2 times a year for 3 years

Voice Controls

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

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

☐ Radio station, CD/DVD, or Jukebox

☐ Demonstrate how to use SIRI "Eyes Free"/S Voice by holding the voice activation button for 4 seconds

Bluetooth Capability

☐ Pair the customer's phone with the vehicle and store customer's contacts (up to 4,000 contacts)

Bluetooth Capability (continued)

☐ Demonstrate making a call via voice and steering wheel commands

☐ Demonstrate how to answer, ignore and end calls

☐ Refer to www.audi.com/bluetooth for compatible phone list

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

☐ 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)

Audi connect (if equipped) (USA ONLY)

☐ 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. A myAudi account needs to be active to use the following features: myAudi Destinations, Personalized News, Facebook/Twitter

☐ Explain trial period for Audi connect and how to extend service

☐ Explain Wi-Fi hotspot capabilities

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

☐ 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

☐ Show Online Traffic Info (INRIX), fuel updates, weather information, and real-time news feeds

☐ Show the customer how to use the Audi connect App, and all of it's features: Car Finder, Travel Destinations, Picture Nav, Online Music Streaming

Orientation Drive

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

☐ Show how to set the electromechanical parking brake

☐ 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

Audi

Client
_____

Orientation Drive (continued)

- ☐ 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)

- ☐ Explain Audi drive select and how to select the various modes (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".

- ☐ Explain the functionality of Audi braking guard and show how to set in the MMI

- ☐ Keyless Go: No ignition for key. Show how to start vehicle using Start/Stop button Discuss that foot must be on brake when starting/stopping

- ☐ Activate and demonstrate navigation system with real-time traffic

- ☐ Demonstrate operation of Audi parking system plus with rear view camera and top or corner view cameras (if equipped)

- ☐ Night vision assistant: Show where the night vision assistant button is located. Show how to adjust the various settings in the MMI

- ☐ Explain adaptive cruise control with stop & go function. Explain the city auto e-brake feature

- ☐ Explain Audi active lane assist functionality (if equipped): Show how to set the steering wheel vibration in the MMI. Show how to activate the system with the button on the turn signal. Only works at speeds of 40 mph (65 km/h) or more

Orientation Drive (continued)

- ☐ Explain Audi pre sense system with active safety system (based on installed equipment)

- ☐ Demonstrate Tiptronic function

Video Tutorials

- ☐ Show the customer how to view the In Car Video Tutorials

- ☐ Point out these videos can also be viewed in the following ways: Explain the USB launcher, which can be found in the "Quick Questions & Answers Guide" Via www.auditechnology.com Via www.audiusa.com/help/video-tutorials

- ☐ Select the Car function button > Owner's Man. control button and follow the prompts

End the orientation drive in the service write-up area

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

Service Introduction

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

- ☐ Set up first service appointment

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