

# 2018 A3 e-tron Sportback

## Audi Delivery Guidelines

Client \_\_\_\_\_ Stock No. \_\_\_\_\_ Delivery Date \_\_\_\_\_  
 \_\_\_\_\_  
 VIN \_\_\_\_\_

### Delivery Inspection

- Ensure that 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
- Ensure that customer has requested activation of Audi connect®; activate Audi connect® prior to customer arrival at [MyAudiconnect.com](http://MyAudiconnect.com). Only if Audi connect® "Request to Initiate Services" and Terms & Conditions have been signed. Applies only to vehicles equipped with Audi connect® (USA only)

### Customer Priority Topics

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

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Select Owner Priorities

- Audio system
- BLUETOOTH® mobile phone pairing
- Driver assistance features
- Media device ports
- Navigation
- Seat fitting
- Set-it and forget-it
- Voice controls

### Exterior

- Advise the customer to use only oil that meets Audi standards
- Advise the customer that Audi recommends using top-tier detergent gasoline with a minimum octane rating of 91 AKI (95 RON)

### Driver Controls

- Instrument cluster, driver information systems, and steering wheel controls
- Audi virtual cockpit (if equipped)
- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights
- Ambient LED interior lighting settings
- Automatic climate control

### Driver Controls (continued)

- Power outlets
- Glove box
- Comfort front armrest
- 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 (if equipped)
- Sunroof with sunshade, power tilt and slide features
- Auto-dimming interior rear view mirror with digital compass (if equipped)
- Garage door opener (HomeLink®) 3-channel remote transmitter in overhead console (if equipped)

Client \_\_\_\_\_

**Driver Controls (continued)**

- Electric rear window defogger w/automatic timed shut off feature
- Tool kit
- Tire mobility system (without spare tire)

**Steering**

- Demonstrate the multifunction steering wheel
- Tilt and telescopic manually adjustable steering column
- Steering wheel mounted shift paddles (if equipped)

**Seating**

- Demonstrate how to adjust the seats
- Driver and front passenger comfort head rests
- Heated front seats (three-step)
- Split folding rear seats
- "Passenger Side Airbag Off" light
- Lower Anchors & Tethers for Children (LATCH) provisions in rear

**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
- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988

**Infotainment**

- Review the MMI® controls and basic functionality
- Audi sound system (if equipped)
- Audi music interface with two USB ports

**Infotainment (continued)**

- Bang & Olufsen® sound system (if equipped)
- MMI® Navigation plus (if equipped)
- MMI® touch with handwriting-recognition technology (if equipped)
- CD/DVD/SD slots (if equipped)
- 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
- BLUETOOTH® wireless technology & streaming audio for compatible devices
- Audi smartphone interface: Apple® CarPlay and Google™ Android Auto integration
- If Audi connect is not functioning with an error message, "The myAudi Server is currently unavailable", reference TSB 2048436 to activate service
- Audi connect® with six-month trial subscription
- Wi-Fi® hotspot capabilities and 4G LTE connectivity (if equipped)
- Inrix Online® Traffic
- Explain the Nav-Data-Update process via the customer's My-Audi account
- Show how to manually set the clock, daylight savings time and time zone

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

- Idle start/stop efficiency system
- Electromechanical parking brake
- Tire pressure monitoring system (TPMS)

**Suspension**

- Audi drive select

**Driver Assistance**

- Audi advanced key - keyless start, stop and entry
- Explain the windshield wiper and washer functions
- Parking system plus with rear view camera (four front and rear acoustic sensors) (if equipped)
- Cruise control with coast, resume and accelerate features
- Adaptive cruise control with stop & go (if equipped)

Client \_\_\_\_\_

**Driver Assistance (continued)**

- Audi pre sense® basic
- Audi pre sense® front: Pedestrian and vehicle collision warning and braking initiation
- Audi pre sense® rear (if equipped)
- Audi active lane assist (if equipped)
- Audi drive select
- Audi side assist with Audi pre sense® rear: Rear cross traffic alert (if equipped)
- High-beam assistant (if equipped)

**Hybrid Technologies**

- Demonstrate how to operate the EV modes in the vehicle. Push the EV button at a speed below 80 mph and check for lights on EV button and instrument cluster. Cycle through the different EV modes: EV, Hybrid, and Hold Battery. These settings can be toggled through by pressing the EV button on the center console OR accessed through the MMI® via MENU > Car > Car systems > Charging & e-tron > e-tron mode. EV mode may or may not activate based on current operational criteria as described in the owner’s manual
- Demonstrate the e-tron statistics screen within the MMI®
- Review the EV operation. Explain the status message “READY” in the cluster and needle in the power meter that points to “READY”
- Show the energy flow display and efficiency menus in the instrument cluster and the MMI®
- Demonstrate how to set the charging timers and pre-climate settings

**Hybrid Technologies (continued)**

- Demonstrate how to access the charge port in the front of the car and use the vehicle’s charger. Show the customer how to use the different charge features and how to set up their charge preferences in the MMI® (if equipped with NAV) and via the Audi e-tron app
- Inform the customer, if possible, in the event of an accident, to inform the emergency responders that it is a high-voltage vehicle
- Show the customer how to download the Audi A3 e-tron connect App, and demonstrate the features

**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 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