

2013

A7/S7**Audi Delivery Guidelines**

Client _____

VIN _____

Delivery Date _____

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)
- Deactivate the connection prompts for the online services (TEL function button > Settings > Connections > Data Connection > select No Prompt)
- 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

- Audio and Entertainment System Controls
- HVAC (Heating, Ventilation, Air Conditioning) Controls
- Hands-Free Communications
- Navigation System

Personalize Vehicle Settings

- 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.audiusa.com/bluetooth for compatible phone list
- Adjust mirrors, seats, and steering column to customer preference
- Assist with radio station presets
- Show how to connect iPod/MP3. Demonstrate AMI, SD cards and Aux-in jack (if equipped)

Introduce MMI Navigation System

- Review the MMI controls and basic functionality (buttons: function, on/off, arrow control and back)
- MMI touch control panel with integrated handwriting recognition (if equipped)
- Input letters, numbers, symbols, add a space, delete a character
- Moving a map and adjusting the sound distribution
- Saving/selecting a radio station
- Scroll through album covers (avail. if music is downloaded onto MMI hard drive)
- Use the DVD main menu
- Demo Audio Sources: Show how to connect iPod via AMI, MP3/SD cards, Bluetooth audio player. Explain the jukebox functionality
- Explain CD and DVD loading/unloading

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Interior

- Show seat, mirrors and steering column adjustments
- Demonstrate seat positioning using front seat controls. Show how to adjust headrest in all different axis directions
- Seat memory setting
- Front seat ventilation
- Mention seatbelt movement
- Adjust exterior mirrors. Show how exterior mirrors fold in and how to make adjustments in the MMI
- Show how to activate heated mirrors
- Explain exterior mirror tilt function
- Demonstrate heated steering wheel operation (if equipped)
- Show how to adjust comfort arm rest (longitudinal adjustment)
- Sunroof operation
- Climate control functions (front and rear). Explain “hi”/“lo” settings for faster heating and cooling
- Fan settings/speed
- 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
- Show how to activate seat heating/ventilation
- Multifunction steering wheel functions (toggle, scrolling, menu button)
- 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.
- Wiper/washer system/rain sensor
- Cruise control/ACC (if equipped)
- Demonstrate and explain Head-up Display (if equipped)
- Review the start-stop-system info card with the customer. Explain the system functionality (if applicable)
- Show how to set daylight savings time and time zone manually
- Driver Info Display/Trip Computer: Explain toggle function via “RESET” on stalk. Show the different tabs that will display.
- Show how to access the Vehicle functions within each tab. Point out the items that can be set via the MMI (e.g., time, miles vs. km, etc.) Reset “Trip Comp 1 and 2” prior to delivery
- Demonstrate valet function (ensure not activated) – refer to OM for details
- Homelink® location and setup
- Cooled glove box
- “Passenger Side Airbag Off” light: Illuminates if no occupant in passenger seat or if occupant is “out of position”
- Show rear seat pass through

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In Car Video Tutorials

- Show the customer how to view the In Car Video Tutorials. Select the Car function button > Owner's Man. Control button and follow the prompts.
- Point out these videos can also be viewed on the Audi technology website:
<http://audiusa.com/technology> or at the Audi YouTube site at:
<http://www.youtube.com/audiusa> in the Audi Technology Tutorials section

Exterior

- Show how to open fuel door – push/pull release
- Demonstrate how to open/close the tailgate via the remote control master key, switch in driver's door, and lock switch in luggage compartment
- Adjust tailgate height to customer preference. Demonstrate tailgate and height operation

Owner's Documents

- License/insurance/registration/title (if applicable)
- 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
- 24-Hour Roadside Assistance information – ask customer to program number in their phone
- Owner's Manual, MMI Manual and other manuals as equipped
- Quick Reference Guides as appropriate
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- All keys (2 remotes, 1 emergency, 1 valet) – walk customer through programming
- Provide Audi Care Information
- Lemon Law Rights Booklet or Lemon Law Notice as required by law

Orientation Drive

- 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)
- Explain Audi drive select modes and how to select/change modes
- Night vision assistant: Show where the night vision assistant button is located. Show how to adjust the various settings in the MMI
- Demonstrate and explain the Engine Start/Stop feature
- Explain adaptive cruise control with stop and go function. Explain the city auto e-brake feature
- 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 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

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Orientation Drive (continued)

- Explain Audi pre sense system with active safety system (based on installed equipment)
- Explain the functionality of Audi braking guard and how to set in the MMI
- Demonstrate Tiptronic function
- Show how to set electromechanical parking brake

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

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A7/S7**Audi Vehicle Condition Report**

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Initial PDI Vehicle Inspection

Complete the following checks within 2 business days (48 hours) of receiving a vehicle.

- Remove full body cover (if installed) following TSB 2009967. Check for transportation damage
Note: This is a two-person task
- Verify all keys are included (2 masters, 1 emergency key)
- Verify all wiper blades are enclosed in the trunk (in case transport wipers are installed)
- Inspect painted surfaces/molding/glass
(If any defects [scratches/dings/dents/body damage] are found, contact your supervisor to arrange for immediate repair)
- Inspect body for paint defects and damage
- Perform the A-battery test for new batteries in GFF. Scan GFF and select "No" when prompted to run spec/actual. Select "Service work." Select the battery test for new batteries as part of the pre-delivery inspection and act according to the test result (ok, recharge, replace). Ensure diagnosis log is uploaded to the GFF paperless server by selecting "ok" when tester wants to send the current generated diagnosis protocol online. **(Note: Do not use Guided Functions. The diagnosis log will not be uploaded to GFF paperless)**

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All items must be completed prior to customer delivery by an Audi technician

****Refer to the Service Work area of GFF for the PDI function tests**

****Audi recommends using an Audi approved battery charger to prevent excessive battery discharge during inspection**

Open Campaigns/Updates

Check ElsaWeb for open campaigns and updates. Perform if applicable

Battery Inspection

Check battery clamps for tightness. Tighten if required

Perform the A-battery test for new batteries in GFF. Scan GFF and select "No" when prompted to run spec/actual. Select "Service work." Select the battery test for new batteries as part of the pre-delivery inspection and act according to the test result (ok, recharge, replace). Ensure diagnosis log is uploaded to the GFF paperless server by selecting "ok" when tester wants to send the current generated diagnosis protocol online. **(Note: Do not use Guided Functions. The diagnosis log will not be uploaded to GFF paperless)**

Transport Mode Deactivation, DTC check, set service reminder

Deactivate vehicle transport mode (via Service Work)

Run an SVM specified/actual comparison. Go to Function Component Selection > SVM

Set service reminder (via Service Work-17-PDI, Resetting SRI at PDI, counter reset)

Set Adaptation Channel (via Service Work: 5F – Activating/Deactivating storage of music) (applies to vehicles with an SOP after CW 22)

Deactivate self-leveling suspension transport mode using guided fault finding (if equipped)

Check engine oil level via the MMI – fill oil to the max level when the vehicle is at operating temperature

Trunk Inspection

Install wheel bolt cover removal tool from PDI kit into trunk lid toolkit

Place the lug cap removal tool, located in the bypack, into the toolkit (where applicable)

Set spare tire pressure

Under the Hood Fluid Check and Inspection

Check all fluid levels and top off if necessary

Exterior

Install permanent wiper blades *unless vehicle is for inventory storage*

Test windshield washers for aim and function (if permanent wiper blades are installed)

Test exterior lighting functions

Check tailgate opening and closing with remote (if applicable)

Check key functionality: Including seat and steering wheel position memory (if applicable); verify vehicle starts and runs with the start/stop button; verify all doors lock/unlock with remote and advanced key, including all door handle sensors with the advanced key (if equipped)

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Interior

- Check operation of all switches: Locks, windows, seat adjustment, seat ventilation/heating (front and rear where applicable) and child safety features. Check rear lid opening and closing with switch in door (ignition must be on)
- Rear view mirror: Check self-dimming function/lighting (if equipped)
- Verify operation of all interior lights, including ambient lighting
- Mirrors: Inspect folding, adjustments, RH tilt in reverse, and memory
- Inspect operation of lighter, aux. outlet under armrest, under rear vent outlets, and in luggage compartment on passenger side
- Verify operation of all front and rear seat belts and latches
- Check horn operation
- Check sunroof operation (open/close/vent/deflector at edge)
- Turn on the night vision camera and verify operation (if equipped)
- Check rear spoiler operation using control in console
- Rear Climate Controls: Verify heating and cooling functions and open all rear panel vents (center and b-pillar)
- Passenger side airbag: Verify operation of Passenger Occupant Detection System
- Start/Stop info (if applicable): Verify the velum sticker is on the start/stop button. Remove the start/stop information card from the car kit and place it in the glove box with the owner's manuals. Additional supply can be ordered via the Brand Store on AccessAudi

Radio

- Verify operation of CD changer (if equipped)
- Verify operation of DVD player
- Verify operation of AMI
- SD card slot: Insert SD card and test function
- Verify HD Radio is turned "off" in Radio/Settings Menu

Audi MMI/Navigation

- Verify and set Language and Measurement Units in Setup Menu
- Set Time source setting to "GPS" and set Auto daylight savings time to "on."
Change time zone appropriate to the dealer location
- Program the presets to local stations
- Navigation: Set dealership location (for following back to dealership during road test)
- Voice Activation: Press the "Talk" button and verify several commands
- Vehicles with MMI 3G+ for Technician PDI
- Set the "Music volume while parking" to 6 lines (accessed via MMI rear view camera display, Settings > Music volume while Parking)(applies to vehicles with park assist or rear view camera)

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Onboard Video Tutorials

- Load Onboard Video Tutorials
- Turn ignition on
- Insert the Onboard DVD into the DVD Drive
- Select the CAR function button. System will initialize
- Select the Owner's Man. function by selecting the upper right control button
- Select "Yes"
- Select "CD/DVD"
- Select "Start update"
- Turn off ignition to start update (the update will take approx. 5 minutes)
- Once completed, remove the disk and place back into the case for the next vehicle

Audi connect (if equipped)

- Verify Audi connect Information Packet is present, including Audi brochure, T-Mobile brochure, customer SIM card, T-Mobile Terms & Conditions (T&C)(if applicable)
- Connect the dealer demo SIM card to the vehicle and make sure the system fully connects to 2G or 3G (2G or 3G symbol with Box surrounding it)(only applies if in a T-Mobile service area)
- Enable Google Earth in the navigation settings and verify the white Google Logo appears next to the 2G or 3G symbol
- Ensure the wireless network is turned on (Telephone function button > Settings Ctrl button > Connection > Wireless network connection > select "On")
- Check Wi-Fi hotspot functionality is enabled and verify the SSID is set to "AUDIXXXX," where XXXX = last four digits of VIN

On-Hoist Inspection

- Remove Hoist Access Point Trim Covers if equipped (Prestige/S-Line only)
- Inspect wheel bolts for proper torque using torque wrench
- Check underside of vehicle for fluid leaks and loose components
- Check steering, boots, brake system, hoses, tires and wheels for damage
- Install wheel bolt covers from PDI kit on all wheels
- Set tires to maximum recommended tire pressures listed on the B-pillar door jamb and store tire pressure values in Car/System menu
- Remove Transport Blocks from shocks
- After removing transport blocks, secure Additional Springs (a.k.a. bump stops) by pressing into tube of upper shock mount

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Road Test

- Check for squeaks, rattles and wind noise
- Verify operation of Audi parking system plus with rear view camera and top or corner view cameras (if equipped)
- Verify Vehicle Head-up Display functionality. Verify the image can be adjusted properly in the viewing area of the windshield (if equipped)
- Verify engine performance and acceleration
- Verify transmission operation, including shift paddles
- Verify engine start-stop system functionality (if equipped)
- Check steering/tire alignment
- Check heated steering wheel operation (if equipped)
- Test drive vehicle applying brakes at least 4 times at 20 mph (35 km/h) to clean brake rotors. Check for abnormal noise/vibration
- Verify quality of radio reception in AM/FM/SAT bands
- Verify cruise control/ACC with Stop & Go functionality (if equipped)
- Verify Audi side assist functionality (if equipped)
- Verify Audi active lane assist functionality (if equipped)
- Climate Control: Check heating and cooling functions and open all panel vents
- Seat heating and cooling (if equipped): Check for proper operation
- Navigation function: Activate NAV and follow directions back to dealership. Verify NAV directions are visible in Head-Up Display (if equipped)

Post-Road Test Inspection

- Interrogate fault memory using the VAS tester and print Diagnostic Log
- Record final mileage on checklist and sign checklist
- Ensure the yellow tire pressure tag is installed on steering wheel

If Vehicle is for Showroom Display/Inventory Storage or Demo Use

- Install showroom charger to ensure battery remains charged at all times
- Apply Inventory Maintenance Sticker
- Install permanent wiper blades (if for showroom display or demo use)

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Audi Vehicle Detail Report

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WARNING: Do NOT use accessories (radio, etc.) while performing detail, as this can discharge the battery.
Refer to TSB 2009967 for Detailer responsibilities, specific use of chemicals and for part numbers to order materials

Exterior – Prior to Delivery

- Remove protective covering
- Wash/Dry vehicle exterior including inside door jambs and under trunk
- Inspect painted surfaces/molding/glass and remove any residue
(If any defects [scratches/dings/dents/body damage] are found, contact your supervisor to arrange for immediate repair)
- Inspect body for paint defects and damage
- Check interior floors, sunroof, trunk, front and rear windshield, and all windows for water leaks
- Apply 3M Perfect-It™ Paste Wax
- Clean front and rear windshield using 3M™ Glass Polishing Compound.
Refer to TSB 2020552 for details
- Apply 3M Performance Finish wax to the wheels (**except chrome wheels**) to protect rims from brake dust

Under Hood – Prior to Delivery

- Wipe down engine compartment and remove excess water from grille and hood area
Important: **Do not use dressings or chemicals containing silicone!**

Interior – Prior to Delivery

- Clean all glass/sunroof (if equipped/interior rear view mirror and visor mirrors)
- Remove all trim protection/coverings/stickers/decals
WARNING! Do not remove airbag warning triangle/warning labels
- Check upholstery/clean as required
- Check for excessive grease on seat tracks/clean as required
- Check all interior surfaces/compartments (including sun visors/headliner) for marks or fingerprints. Clean as required
- Vacuum carpet
- Check luggage compartment and vacuum
- Install front/rear floor mats (including locking clip/tabs if applicable)/check that color matches

Final Detail Quality Inspection

- Re-inspect vehicle for surface scratches, swirl marks, paint chips, dents, wax residue, dust, or lint, preferably in an area where vehicle is to be delivered. If this is not possible, inspect vehicle in shop under fluorescent lights or in bright sunlight

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Client _____ VIN _____ Delivery Date _____

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

Porter

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Porter Signature Date

Technician

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Technician Signature Date

Detailer

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Detailer 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