

## Inspection and Certification Checklist Dealership User Guide (ICE & PHEV)



### The Foundation of the Audi Certified Pre-Owned Program

The Inspection and Certification checklist stands out as the single most important document in the Audi Certified Pre-Owned program. From our advertising and merchandising to our sales delivery, we promote our industry leading 300+ certification process. Our inspection is more rigorous and meticulous than our competition and the checklist is our proof that we have thoroughly checked and reconditioned EVERY Certified Pre-Owned vehicle we sell. Our inspection and certification process is in direct relation to the thoroughness and dedication that goes into the manufacturing of every Audi product. An extension of our “Vorsprung durch Technik” philosophy, we impose this same inspiration in the care we take to ensure that our Certified Pre-Owned vehicles will continue to provide the exceptional performance and quality our owners expect.

Be **PASSIONATE** about the Audi Certified Pre-Owned brand.

Be **CONFIDENT** that every car is reconditioned to its best.

Be **COMMITTED** to providing exceptional customer service.

Be **PROUD** of every Audi Certified Pre-Owned car you deliver.

Be **AUDI**.

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At Audi we believe in caring for our cars today and tomorrow. Our Certified Pre-Owned program is an extension of this belief as is the process in which we certify our cars. We have developed the most comprehensive and thorough inspection and certification process in the industry. The Inspection and Certification checklist is the accumulation of experience and input by our factory and field technicians who stand behind the cars they keep on the road year after year. Approved signatures back this checklist from the Audi Certified Pre-Owned Manager, Service Manager and most importantly the authorized Audi technician who inspected and certified the car.

We stand behind the checklist as a blueprint to the process in which we care for our cars. Upon Manager's signature approval, include a copy of the checklist with the owner's kit for peace of mind and product confidence. Be sure the customer receives their copy with EVERY Certified Pre-owned vehicle that is delivered. **A physical paper copy or digital copy of the checklist must be retained on file at the dealership.**

## **Best Practices**

### **Using 300+ Point Checklist**

The Audi Certified *:plus* Inspection Checklist is now available as a digital PDF file. To improve the digital service process, the form can be completely digitally using a mobile device such as an iPad. If using the form digitally, you must ensure the form is signed by the Audi Certified Technician, as well as the Service Manager and Certified Pre-owned Manager. The Inspection Checklist may also be printed to be completed, and signed, by hand.

A copy of the form is available to download on Access Audi in the Library section (Certified Pre-Owned) and on the CPO Portal website.

### **Improved Process Flow**

The checklist is designed to keep our thorough inspection and certification process as efficient as possible. This process will ensure the entire vehicle is properly inspected in a timely manner.

### **Vehicle Pre-Inspection**

Always pre-wash the vehicle (including the wheels) before starting the inspection process. This will help to reveal any scratches or dents and gives you a clean surface to work with.

### **Interior Pre-Cleaning**

Clean and vacuum the interior of the vehicle prior to the interior inspection. Clean surfaces will uncover any potentially missed blemishes prior to detailing.

### **Vehicle Walk-around**

Walk around the vehicle in BOTH natural and indoor lighting conditions to inspect and best reveal all painted surfaces and trim.

**Note Exterior Damage**

Damage on body panels is difficult to see from standing eye level; therefore, it is important to check all areas for damage. Remember to record any damage on the vehicle diagram.

**Exterior Scratch Inspection**

Use cleaning wax and micro-fiber cloth to determine scratch depth. This process will help reveal any need for additional paint repair.

**VCAS Certification Requests**

It is important to enter a Certified request into the Vehicle Certification Administration System (VCAS) as soon as the vehicle is ready for sale. Upon completion of the inspection and reconditioning, log into VCAS via Access Audi and submit the certification request. The vehicle must be registered in VCAS to show up on Audi.ca as a “Certified :plus”. You will not be charged for the warranty until the vehicle has been registered as sold.

**1. Vehicle Information**

**Section 1.0: Dealer and Vehicle Information**

The following information must be completed in the Inspection checklist for the vehicle to be considered into the Audi Certified Pre-Owned program.

**Dealer Name:** Your dealership name

**Dealer Number:** Your dealer code

**Model:** Car model – A4, A5, A6 etc.

**Year:** Vehicle model year

**Vehicle Colour:** Enter the proper Audi named vehicle color (i.e. Samoa Orange)

**Mileage:** The current mileage on the vehicle

**VIN Number:** Copy the VIN from the windshield plate

**Inspection Date:** The day you are completing the vehicle inspection

**Audi Certified Pre-Owned Technician:** Your Name

**Repair Order Number:** Obtained from the Service Manager or Warranty Administrator

## **Section 1.1: Audi Achtungs (Stops!)**

Be sure to review this section carefully when completing the Audi Certified :plus Inspection. Each of these items is a full stop, meaning that if the vehicle does not pass this portion it cannot be included in the program.

### **Has the vehicle passed the CarFax Vehicle History Report?**

A vehicle with a CarFax showing accident damage does not necessarily exclude the vehicle from the program. It does require a closer inspection on your behalf. Was the vehicle repaired properly? Were genuine Audi parts used for the repair? If the accident was minor and the vehicle was repaired properly than the vehicle can still qualify for the program. It is extremely important to inform the customer of any accident damage and explain that the damage was corrected to Audi standards. Be transparent. Ensure the customer understands that only an accident vehicle that we can confidently say has been fixed to Audi standards can be included in the program. If the accident caused major structural damage or the vehicle was reported as a total loss (i.e. theft, structural loss, salvage, flood etc.), it cannot be included in the CPO program. It is also important to keep in mind that Audi Finance treats vehicles with more than \$4,000 of previous damage on a case-by-case basis when deciding to fund a sale with special Audi Finance rates. You may wish to contact your area BDM (Business Development Manager) for further clarification.

### **Has the vehicle been in operation for at least 4 months or have at least 3,000 km?**

This requirement is full stop. The VCAS registration will not be accepted if this is not met.

### **Is the vehicle within the Model Year minimum, with no more than 112,000 km (0-6 MYs old) or 140,000 km (7-8 MYs old)?**

The oldest Model Year will drop off from the program on December 31<sup>st</sup> of each calendar year. The program will be updated with the newest Model Year in time with the release of the first new models in the current calendar year.

The maximum mileage restriction depends on the Model Year category that the vehicle falls into:

- For vehicles that are 0 to 6 Model Years old, the maximum allowable mileage is 112,000 km.
- For vehicles that are 7 to 8 Model Years old, the maximum allowable mileage is 140,000 km.

### **Is the vehicle free from current or evidence of past after-market modifications?**

This includes but is not limited to the following: chassis, body, e-machine performance chip, engine performance modification, suspension, exhaust, electrical, wheels, and other performance enhancements. Dealer installed Audi Genuine Accessories are acceptable. Do the tires match the application sticker on the B pillar?

**Using ODIS, perform Warranty Information Test Plan (refer to the document “Technical User Guide Tuning Detection” located in ServiceNet under Warranty Canada – Job Aids) to check for existing modifications to electronic control units. If the Test Plan triggers a warranty key (e.g.**

**TD1, TXD, etc) then the vehicle is not eligible for Audi Certified :plus. Confirm in ELSAPro if any warranty keys are present. If present, stop and notify dealer management immediately.**

**If Applicable, Is the vehicle able to charge using levels 1 and 2 (PHEV)**

Ensure the Plug-in Hybrid Electric Vehicle (PHEV) is able to charge using both levels of charging.

Plug the vehicle in using a Level 1 (120V) and Level 2 (240V) charging unit in the workshop.

**Is it certain the vehicle does not have an extensive or unreasonable service history?**

Review ElsaPro at your dealership and review what has been done in terms of warranty activity. If the vehicle has had multiple powertrain, electrical or repeated repairs for the same concern it is not a candidate for the Audi Certified :plus program. Check to ensure that the car has not been repaired numerous times for the same item.

**Do all VINs match with labels and plates?**

Examine the frame, windshield, B-Pillar, and trunk VIN stickers to confirm a match. All must be originals – no alterations and all must be CANADIAN.

**Section 1.2: Pre-work**

Perform this section of the inspection in a Service bay. Attach exhaust hose and start vehicle engine (if applicable) for power.

**Does the paperwork match the VIN and the vehicle?**

Confirm that the VIN on all paperwork matches the VIN on the vehicle you are inspecting.

**Is the model year of the vehicle confirmed?**

Confirm the model year of the vehicle by checking the Vehicle Identification Number.

**Are all major scheduled maintenances (including oil changes, coolant cartridge replacement) performed?**

The vehicle's maintenance schedule should be brought up-to-date and recorded in the service booklet. Any service that is due within the next 2,500km should be completed with the inspection. Make note of the service and maintenance that is being performed during the CPO inspection process.

**Is the Owner's Manual present?**

Confirm that the owner's manual is present and located in the vehicle's glove box. If it is not present order a new copy right away and include it with the vehicle.

**Perform HV Battery Classification as per Test Plan and Visual (ElsaPro Bulletin #2055203)**

To ensure safe battery condition, perform battery classification. Refer to ElsaPro Bulletin and follow the appropriate Test Plan. Applies to BEV, PHEV as well as MHEV vehicles.

**Run diagnostic test with appropriate VAS tester (GFF).**

Prior to beginning scan, ensure VAS tester is at the highest software level/version. Correct any faults during inspection. Check for any trouble codes. Any DTC's present must be addressed before proceeding.

**Run the 12V battery condition test (GFF).**

Correct any faults and replace if necessary.

**Upload the Complete Diagnostic Log to the Paperless GFF Server.**

This is crucial for dealer standards. Audi Canada has the right to audit Certified Pre-Owned deals and a copy of the Inspection and Certification checklist will be necessary. If there are any diagnostic trouble codes present, clear the codes prior to the road test, then re-check for new faults after the road test is completed. After the road test, upload diagnostic log again to the paperless GFF server.

**Confirm all Safety Recalls, Service Actions and Required Vehicle Updates have been closed.**

Log into Elsa to confirm the vehicle does not have any open Safety Recalls or Service actions. Make sure to complete all open campaigns. Important reminder on vehicles affected by Safety and Compliance recalls: By law, dealers must correct prior to delivery for sale or lease, any vehicle that fails to comply with the applicable Canadian Motor Vehicle Safety standard or that contains a defect relating to motor vehicle safety. Confirm that all Required Vehicle Updates (RVU's) have been completed.

**Is the vehicle still covered under the original factory warranty?**

Log in to Elsaveb to confirm whether or not the vehicle is still covered by the manufacturer's original warranty. A vehicle does not have to have remaining new car warranty in order to be part of the CPO program however, this is important to note for the customer.

**Section 1.3: Determination**

**In your opinion, is this vehicle a good candidate to become Audi Certified *:plus*?**

As an authorized Audi technician, determine if this vehicle qualifies to be enrolled in the Audi Certified *:plus* program. Do you feel confident that this vehicle can be reconditioned to the highest Certified standards? Do you believe this vehicle meets all criteria and is eligible for our Audi-backed warranty? Do you feel comfortable advertising this car as "Certified" and selling it to a customer as such? If yes, continue on with the checklist. If no, stop and notify the Service Manager and Pre-Owned Manager right away. By completing the inspection and signing your name at the end you are confirming that you feel the vehicle meets all of the required standards. Be sure to complete the inspection carefully to make sure that nothing has been missed.

All electrified (PHEV and BEV) inspections must be performed by an HVT – High Voltage Technician or HVE – High Voltage Expert.

## **Inspection Checklist**

The following sections of this document goes through the vehicle checklist. The descriptions provided describe what “Meets Audi Requirements” will look like. If one item should not meet the requirement, check off “REPAIRED”; correct the problem and then check off “MEETS AUDI REQUIREMENT” as well. This provides our customers with transparency to the work that has been performed on the vehicle to ensure it meets Audi Certified standards. Record repair details on the exterior notes section of the inspection folder so that an Audi Brand Specialist will be able to explain the repairs to the new owners.

## **2. Road Test**

### **Section 2.1: Engine, Drivetrain and Operation**

#### **Starter Operation/Starting**

The starter will engage and turn the engine over with ease. Test this on both hot and cold starts.

#### **Fuel Pump Noise**

The fuel pump noise is typically heard on Audi vehicles during ignition as the pump builds pressure to the system or when the door is open and the ignition is switched on. However, if the vehicle is not free from abnormal or loud noises then a further inspection is required with components repaired or replaced as necessary.

#### **Engine Performance Idle/Noise/Vibrations**

The engine runs smoothly without hesitation, or sputtering. Vibrations must be noted and corrected.

#### **Smooth Acceleration/Deceleration**

Conduct a stop and go test at different speed intervals. The vehicle will run smoothly with no hesitation or sputtering.

#### **Transmission and Shift Points**

Both the manual and automatic transmissions will shift smoothly with no difficulties. The shift points must be concise and without gear hunting. Also be sure to test the shift paddles and Tiptronic if equipped.

#### **Transmission/Transaxle Noise**

You have engaged the transmission into gear and listened for concise shift points and reaction times. The transmission/transaxle operates without hesitation or gear hunting. There is no excessive noise from either component. Abnormal noises are not heard. Check both components at cold and hot operational temperatures.

#### **Shift Interlock**

The interlock releases with the brake is depressed.



### **Clutch Operation**

The pedal has about 2.54cm (1”) of free play and allows the transmission to be shifted into gear with ease. Pedals that require full floor depressing should be adjusted or repaired to specification.

### **Exhaust Noises/Odours**

The manifold, down pipes and straight pipes are free from exhaust leaks. When the vehicle is stopped and window rolled down an odour is not detected.

### **Brakes**

Brakes have been tested on smooth, level roads. They are free from squealing, grinding or pulsation. The brakes do not cause the vehicle to pull.

### **ABS function**

On a safe level surface, a hard stop is completed to ensure the ABS system activates and controls the vehicle direction. The steering wheel will stay straight course.

### **Steering**

On a level road, the steering qualities are examined. The vehicles steering tracks a straight line and will hold fast. The car does not pull or have play in the steering. The functionality of Active Lane Assist features (if equipped) should also be verified.

### **Suspension Noise/Operation/Performance**

The suspension does not make noise or exhibit noise from worn front-end parts while driving. The car stays level and is free from excessive nose-diving or wheel hop.

### **Overall Vehicle Drivability**

The vehicle and steering wheel do not vibrate or shake while driving. With the radio off and windows closed, the vehicle is free from noises that would compromise the ownership experience. Check for vibrations from worn parts, dirt in wheels, wind noise etc.

### **Speedometer, Odometer, Trip Meter Function**

The instrument cluster reads accurately and records vehicle mileage properly.

### **Navigation System Media Devices**

The navigation system has been set and each independent feature has been tested to confirm proper operation. The DVDs/CDs are present. Be sure to clear the history of all previously set destinations for the new owner by performing an MMI Factory reset.

### **Driver Assist Features**

All features have been tested for proper operation. This includes but is not limited to: Lane Departure Warning, Adaptive Cruise Control, Side Assist, Head-Up Display, Rear Camera, front and side cameras on vehicles equipped with “Top View”, Park Assist and Night Vision.

### **Check Operation of Regenerative Braking**

Confirm power meter enters into the “Charge” range while braking. Note: cannot regenerate at 100%.

### **Check Operation of EV Mode (PHEV)**

Confirm vehicle is able to enter EV mode and can operate on full electric power alone.

## **3. Interior of the Vehicle**

### **Section 3.1: Front Interior**

#### **All keys are present (two main keys minimum)**

All keys (including emergency/mechanical key) are present. If one is missing, order a new one immediately so that it is available for a buyer right away. Test all lock/unlock, switchblade, and panic features on remote keys – all must function properly.

#### **Warning lights and messages (ABS, airbags, Oxygen sensor, check engine light etc.)**

Cycle the vehicle ignition and allow vehicle warning lights to illuminate. EVERY warning light does illuminate.

#### **Onboard Computer (Check Driver Information System)**

Turn on the ignition. The vehicle cycle runs properly.

#### **Hazard Lights, Dash/Console Switches**

Activate the switch. The hazard lights are functioning properly. If not, take the necessary steps to confirm proper function. Activate every switch on the dash and console area. All switches are operating properly and are illuminated. Power on will be necessary for this check.

#### **Driver / Passenger Airbags**

Carefully inspect the airbag covers. The airbags have not been deployed or tampered with. If an airbag has been previously deployed it must have been replaced. If there is evidence that the airbag has been previously deployed check the vehicle carefully to make sure it was not in a major accident that was not reported.

#### **Speakers**

Activate the sound system and listen to overall sound quality. Note any cracking, popping or speakers that do not work. Check the fader/balance settings and confirm that all speakers are activated. Any speakers that are not functioning as expected must be repaired or replaced in order to meet the Certified Pre-Owned standards.

#### **Dash Lights/Dimmer**

Turn on interior lamps/headlamps. All dash and console convenience lights function properly.

#### **Cup Holders**

Inspect and operate all cup holders. The cup holders are clean and free from spills. Ensure that the cup holders have been cleaned before the vehicle is available for test drives.

### **Steering wheel/lock/key/tilt/telescope**

Review the entire steering wheel. It should be free from scratches\* or wear to the leather wrap. If the steering wheel is multi-function, each radio, telephone, sound and menu controls button functions properly and buttons are not sticky. Release the steering column lock and test the telescope tilt features properly – higher, lower, in and out. Re-secure the lock before moving on.

\*dealer discretion permitted for 7-8 MY old vehicles.

### **Horn (all areas of pad)**

Each area of the horn pad operates properly when depressed.

### **Left/right exterior mirror control, heater and folding function**

Both mirrors will move in every direction and the heater elements are in proper working condition. If applicable, automatic folding mirrors turn in when doors are locked. Check and confirm that auto-dimming side mirrors, dim properly.

### **Rearview Mirror/Compass/Auto-dimmer**

If applicable, test the rearview mirror auto-dimmer and ensure that it does darken as designed. The mirror compass must correctly identify each direction. Test this to confirm it does work. Be sure to set the correct “Magnetic Zone”.

### **Dome and Front Courtesy Lights**

All dome lamps (front and rear) should operate properly. Activate each light to confirm this. Check the courtesy or ambience lights to ensure they are working properly as well.

### **Hood Release Mechanism**

The hood release handle must be free from any damage and must release the hood when pulled.

### **Trunk/Tailgate Release/Kick-open Entry**

The trunk release button must be free from damage and must release the trunk when pressed. The kick-to-open function performs as intended.

### **Fuel Door Release**

Where applicable, the fuel door must be released when the button is activated.

### **Accessory Power Socket, Lighter and Ashtray**

Test the power socket with the lighter or a 12 volt device. The socket must be in proper working condition. Open and close the ashtray to confirm that it does so properly. The ashtray must be clean.

### **AM/FM Radio/CD Changer/SAT radio/AMI/Jukebox Functionality**

Each function of the radio will operate clearly and function properly. Activate and test each function.

### **Clock**

The clock will be set to the correct time and keeping time correctly. Try changing the clock settings to ensure that they are also working properly.

### **Windshield Wiper Controls**

Wipers (front and rear if applicable) should fully clean the windows. If necessary replace wiper blades. Check all wiper speeds. Vehicles equipped with rain sensors will need to be tested to ensure the sensors detect the moisture and turn on the wipers.

### **Defogger/Defroster**

The button must illuminate when activated. If the weather permits, test that the system efficiently de-ices the windshield. Test the system at different output levels (low-max).

### **HVAC/Blower/Climate Controls/Vents**

The A/C must blow cool air at each performance level and the air must cool within a reasonable time frame. Be sure to test this in each climate zone – driver, passenger, rear seat. The same must occur for the heating system. The heat will warm up within a reasonable time. Test that the automatic systems (where applicable) are functioning properly. The center vents will blow the appropriate amount of air through.

### **Gear Shifter Lever/Indicator/Shift Interlock**

The shift lever will be free from damage and will operate properly. Test the shift interlock. The vehicle will not move out of Park without the brake pedal depressed.

### **Parking Brake/Switch**

Depress the button, pull the handle or depress the foot pedal. You are able to feel the proper tension and overall free play. The light on the dash will illuminate when the brake is engaged and shuts off when the brake is released. For electronic parking brakes, the switch is properly engaging and disengaging the parking brake and the brake is functioning properly.

### **Foot Pedals/Operation and Covers**

The brake, clutch, gas and dead pedals are free of damage, obstructions and function properly. Be sure to replace any worn pedal covers.

### **Warning Chimes and Bells/Alarms/Theft Deterrent**

Determine that all warning bells activate at the appropriate times. When the doors are open ensure the warning bell tolls. Where applicable set the speed warning and confirm that the warning sounds when speed is surpassed. Check the theft deterrent system and confirm that the alarm activates properly.

### **Bluetooth Functionality**

You will test to ensure that the vehicle is able to locate and link up to the phone. Make a call to check the connection. Turn off and restart the vehicle to confirm that the system is able to connect the phone automatically.

### **MMI Functionality and Control Buttons**

Go through all options in the MMI menu to ensure they are functioning properly. Radio, Navigation, Telephone and Car Systems (including Drive Select) will all function properly. The MMI controller buttons will function freely. The dials will turn and click properly and all operating buttons are clean and undamaged.

## **Section 3.2: Left Front Interior**

### **Left Front Interior Trim and Door Handle**

The door handle is firmly connected and is not damaged in anyway.

### **Left Front Visor/Vanity Mirror/Light**

The visor/vanity is free from stains\*, tears or damage. The fasteners are tight. The vanity light turns on when the visor is down and mirror is open. Be sure to make any necessary repairs.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Left Curtain Airbag**

Carefully inspect the airbag covers. The airbags have not been deployed or tampered with. If there is evidence that the airbag has been previously deployed it must have been replaced. Check the vehicle carefully to make sure it was not in a major accident that was not reported.

### **Left Front Seat Airbag**

Make sure there are no signs of damage or deployment. If there is any evidence of previous deployment, the airbag must be replaced. Check this carefully.

### **Left Front Power Window/Lock/Door Lock**

All the windows will go both up and down in the auto modes. The windows will also go partially up and down. The rear window lock mechanism works when activated and disables the window. The power lock buttons will lock and unlock doors. All buttons are clean, undamaged and illuminate. Confirm that the pinch protection function is working properly.

### **Left Front Seat Controls/Power/Memory Function**

The seat controls will respond to all directional commands. Confirm that the lumbar support function is operating properly. When applicable, the memory feature works to move the seat back to the correct position when set properly. Ensure all power buttons and manual adjusters are in clean condition and undamaged.

### **Left Front Seat Heater and Ventilator**

If the vehicle is equipped, activate the seat heater. Confirm that it heats up to an appropriate temperature. Also, if equipped activate the seat ventilator and confirm that it works properly.

### **Left Front Massaging Seat Function**

If the vehicle is equipped, activate the massaging seat function and confirm that each setting works properly. Cycle through each option and confirm that the function performs as it should.

### **Left Front Controls/Vents**

The vents move in all directions and shut-off when closed. They open fully and the appropriate amount of air blows through them. The controls illuminate when lights are on.

**Left Front Carpet, Floor Mat and Footwell**

The mat securely fastens to the retainer. The mat is an OEM summer or winter mat. The carpet, floor mat and footwell are in a clean, maintained condition. There will be no burns, tears/holes, salt stains, curling or excessive wear\*. Replace all damaged and aftermarket mats.

\*dealer discretion permitted for 7-8 MY old vehicles

**Left Front Safety Belt/Height Adjuster**

The safety belt strap and belt ends are free from any wear or damage. The belt pulls out and locks in with ease. The belt tightens when driver moves forward in the seat. The side height adjusts with ease and locks properly.

**Left Front Seat Cushion and Cover**

The seat cover will be free from excessive wear\* or damage. If there are tears or damage be sure to repair or replace them. The seat will be clean and free from any stains\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Driver Seat: Headrest, Headrest Release, and Headliner**

Each of these items is clean and free from any damage or excess wear. There are no stains, tears and they are not worn out\*. The headrest adjusts to each height.

\*dealer discretion permitted for 7-8 MY old vehicles

**Left Front Door Light/Reflector**

The light and reflector (if applicable) operate when the door is open.

**Left Front Headliner Assist Handle**

The handle is secure, pulls properly, and retracts to the rest position.

**Section 3.3: Left Rear Interior**

**Left Rear Interior Trim and Door Handle**

The handle is firmly connected and not damaged in any way. The door easily opens and closes when unlocked.

**Left Rear Power Window/Door Lock**

The window switch operates the window fully up and down. The switch is free from damage and illuminates. The power lock buttons will lock and unlock doors. All buttons are clean and undamaged. Confirm that the pinch protection function is working properly.

**Left Rear Seat Heater and Ventilator**

If the vehicle is equipped, the seat heater warms the seat to the appropriate temperature when engaged. The seat heater switch is in proper working condition. If the vehicle is equipped, activate the ventilator and confirm that it is in proper working condition.

**Left Rear Seat Massaging Function**

If the vehicle is equipped, activate the massaging seat function and confirm that each setting works properly. Cycle through each option and confirm that the function performs as it should.

**Left Rear Carpet, Floor Mat and Footwell**

The mat securely fastens to the retainers. The carpet, floor mat and footwell are free from burns, tears/holes, salt stains, curling or excessive wear\*. They are in good condition and clean. The mat is an OEM summer or winter floor mat. Replace all damaged or aftermarket floor mats with OEM mats only.

\*dealer discretion permitted for 7-8 MY old vehicles

**Left Rear Safety Belt**

The strap, belt and buckle ends are in proper working condition. They are free from damage and are clean. Ensure the belt locks-in securely and tightens properly.

**Left Rear Seat Cushion and Cover**

The seat is free from any excessive wear. There are no tears or damage present. If damage is present repair or replace the seat cover. The seat is free from any stains\*. The seat is comfortable and not worn out.

\*dealer discretion permitted for 7-8 MY old vehicles

**Rear Seat Folding Function**

Confirm that the rear seat folding function operates properly. The levers are in good working condition and the seats easily lock back into place when returned to the upright position.

**Left Rear Headrest, Headrest Release and Headliner**

Each of these items is clean and free from any damage or excess wear. There are no stains, tears and they are not worn out\*. The headrest adjusts to each height.

\*dealer discretion permitted for 7-8 MY old vehicles

**Left Rear Door Lights/Reflector**

The light is operable when the door is open and the reflector is present (where applicable).

**Left Rear Window Sunshade**

If the vehicle is equipped, the shade raises and lowers and locks into position. The shade retracts properly.

**Left Rear Side Airbag**

The airbag is free from any damage and deployment. If the airbag shows signs of previous deployment it must be replaced. Check this carefully.

**Left Rear Headliner Assist Handle**

The handle is secure, pulls properly, and retracts to the rest position.

**Rear Armrest/Ski Sack**

The armrest raises and lowers properly. It is in good condition, free from tears/holes and stains\*. The ski sack is free from any damage and is present if applicable.

\*dealer discretion permitted for 7-8 MY old vehicles

**Rear Controls/Vents**

The vents are operating properly and shut off properly. They are in good condition and move each direction.

**Rear Cup holders and Storage Compartment**

Rear cup holder opens and closes. Cup holder and storage compartment are clean and free from damage.

**Rear Window Sunshade**

If applicable, the sunshade raises and lowers properly.

**Rear Seat Entertainment System**

If the vehicle is equipped with a rear seat entertainment system, test all functions of the system to ensure that it is functioning properly. The screen is free from any damages, scratches or cracks. If any aspects of the system are not functioning properly be sure to repair or replace as necessary. Check to confirm that the headphones are present and if not be sure to replace them.

**First Aid Kit in Center Armrest**

If applicable, the first aid kit is present, has the proper contents and has not been used. Replace any missing pieces.

**Center Headrest and Release**

If applicable, the center headrest must be present. It must be free from damage and operating properly.

**Center Seatbelt**

The strap, belt and buckle ends are in proper working condition. They are free from damage and are clean. Ensure the belt locks-in securely and tightens properly.

**Child seat tethers and LATCH**

Confirm that the child seat tethers are free from damage of any kind and will secure a child seat safely.



## **Section 3.4: Right Rear Interior**

### **Right Rear Interior Trim and Door Handle**

The handle is firmly connected and not damaged in any way. The door easily opens and closes when unlocked.

### **Right Rear Power Window/Door Lock**

The window switch operates the window fully up and down. The switch is free from damage and illuminates properly. The power lock buttons will lock and unlock doors. All buttons are clean and undamaged. Check the pinch protection function for proper functionality.

### **Right Rear Seat Heater and Ventilator**

If the vehicle is equipped, the seat heater warms the seat to the appropriate temperature when engaged. The seat heater switch is in proper working condition. If the vehicle is also equipped with a seat ventilator, confirm that it is in proper working condition.

### **Right Rear Seat Massaging Function**

If the vehicle is equipped, activate the massaging seat function and confirm that each setting works properly. Cycle through each option and confirm that the function performs as it should.

### **Right Rear Carpet, Floor Mat and Footwell**

The mat securely fastens to the retainers. The carpet, floor mat and footwell are free from burns, tears/holes, salt stains, curling or excessive wear\*. They are in good condition and clean. The mat is an OEM summer or winter floor mat. Replace all damaged and aftermarket mats with OEM mats only.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Right Rear Safety Belt**

The strap, belt and buckle ends are in proper working condition. They are free from damage and are clean. Ensure the belt locks-in securely and tightens properly.

### **Right Rear Seat Cushion and Cover**

The seat is free from any excessive wear. There are no tears or damage present. If damage is present repair or replace the seat cover. The seat is free from any stains\*. The seat is comfortable and not worn out.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Right Rear Headrest, Headrest Release, and Headliner**

Each of these items is clean and free from any damage or excess wear. There are no stains, tears and they are not worn out\*. The headrest adjusts to each height.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Rear Door Lights/Reflector**

The light is operable when the door is open and the reflector is present (where applicable).

**Right Rear Window Sunshade**

The sunshade raises and lowers properly.

**Right Rear Side Airbag**

The airbag is free from any damage and deployment. If there is any evidence of previous deployment the airbag must be replaced. Check this carefully.

**Right Rear Headliner Assist Handle**

The handle is secure. It pulls properly and retracts to the rest position.

**Section 3.5: Right Front Interior**

**Right Front Interior Trim and Door Handle**

The door handle is firmly connected and not damaged in any way.

**Right Front Vanity Mirror/Light**

The visor/vanity is free from stains\*, tears or damage. The fasteners are tight. The vanity light turns on when the visor is down and mirror is open.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Front Power Window/Door Lock**

All the windows will go both up and down in the auto modes. The windows will also go partially up and down. The window lock mechanism works when activated. The power lock buttons will lock and unlock doors. All buttons are clean and undamaged.

**Right Front Seat Controls/Power/Memory Function**

The seat controls respond to all directional commands. The lumbar support functionality has also been verified. If the vehicle is equipped with memory function, set the seat position and confirm that the memory function accurately returns the seat to this position.

**Right Front Seat Heater and Ventilator**

If the vehicle is equipped, the seat heater warms the seat to the appropriate temperature when engaged. The seat heater switch is in proper working condition. If the vehicle is also equipped with a seat ventilator, confirm that it is in proper working condition.

**Right Front Seat Massaging Function**

If the vehicle is equipped, activate the massaging seat function and confirm that each setting works properly. Cycle through each option and confirm that the function performs as it should.

### **Right Front Controls/Vents**

The vents move in all directions and shut-off when closed. They open fully and the appropriate amount of air blows through them.

### **Right Front Dash**

The overall dash will be clean and in good condition. Make sure there are no warping or loose fitting areas. Make sure there is no excessive wear\*.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Right Front Seat Airbag**

Make sure there are no signs of damage or deployment. If there is any evidence of previous deployment, the airbag must be replaced. Check this carefully.

### **Right Curtain Airbag**

Carefully inspect the airbag covers. The airbags have not been deployed or tampered with. If there is evidence that the airbag has been previously deployed it must have been replaced. Check the vehicle carefully to make sure it was not in a major accident that was not reported.

### **Glove Box, Lock and Light**

The glove box light illuminates when open. The glove box door opens and closes (stays closed) and locks/unlocks properly.

### **Right Front Carpet, Floor Mat and Footwell**

The mat securely fastens to the retainer. The carpet, floor mat and footwell are in a clean, maintained condition. The mat is an OEM summer or winter floor mat. There will be no burns, tears/holes, salt stains, curling or excessive wear\*. Replace all damaged and aftermarket mats with OEM mats only.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Right Front Safety Belt/Height Adjuster**

The safety belt strap and belt ends are free from any wear or damage. The belt pulls out and locks in with ease. The belt tightens when driver moves forward in the seat. The side height adjusts with ease and locks properly.

### **Right Front Seat Cover and Cushion**

The seat cover will be free from excessive wear or damage. If there are tears or damage be sure to repair or replace them. The seat will be clean and free from any stains\*. The seat cushion is still comfortable and not worn out.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Right Front Headrest, Headrest Release, and Headliner**

Each of these items is clean and free from any damage or excess wear. There are no stains, tears and they are not worn out\*. The headrest adjusts to each height.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Front Door Lights/Reflector**

The light and reflector (if applicable) operate when the door is open.

**Right Front Headliner Assist Handle**

The handle is secure, pulls properly, and retracts to the rest position.

**4. Exterior of Vehicle**

**Section 4.1: Front Exterior**

**Front Bumper**

The bumper is level and not damaged from impact or a poor body repair. The fasteners and bumper cover are free from damage. Make note of any scratches, dents or cracks\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**License Plate Bracket and Filler Panel**

The license plate bracket is present and fastened to the bumper properly and the correct screws are used. If holes are drilled in the bumper, make sure bracket and filler panel is put on the vehicle to cover these holes. The appropriate item for your province is installed.

**Charging Port and Access Panel (L/R) If Applicable**

For Plug-in Electric Vehicles, check function of charge port door and ensure it opens and closes smoothly and without obstruction. Check charging lock solenoid for proper operation. Confirm charging indicator lamp is working properly.

**Park Sensors**

If the vehicle is equipped with parking sensors, the sensors are free from damage and cracks. They are tested for operation and functionality.

**Front Headlight Lens**

The headlight lens is free from any damage, wear, cracks or water leaks. Replace the lens if required.

**Headlamps High/Low Beam**

With the headlamps activated confirm that they are functional. Change the settings to ensure that high/low beams function properly.

**Marker Lights, Turn Signals and Daytime Running Lights**

With the headlights in the “on” position, both side marker lights and lens covers function properly and are free from damage. Activate the turn signal stalk for both left and right turn signals. Verify proper function and release of stalk from activated position. Both daytime running lights are functioning properly. If necessary, be sure to replace or repair.

**Parking and Hazard Lights**

Each bulb is functional and the lens covers are free from any damage. With the hazard button depressed and activated, each hazard light is in operating condition and is free from damage.

**Fog/All Weather Lights**

Where applicable, the fog/all weather lamps will function properly and are free from damage.

**Headlamp Washer Spray Nozzles and Covers**

Depress the washer fluid feature to verify that the washer nozzles function properly. The washer nozzle covers will be the proper fit.

**Audi Emblem**

The Audi rings are securely attached to the grill and are free from any visible damage or discoloration.

**Grill Condition**

The grill should be free from any damage, secure and retaining the original luster\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Lower Right Fascia Grill**

Inspect the grill and verify that it is present and is free from any damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Front Tow Eye Cover**

Inspect the tow eye cover and verify that it is present and is free from any damage.

**Lower Center Grill**

Inspect the grill and verify that it is present and is free from any damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Lower Left Fascia Grill**

Inspect the grill and verify that it is present and is free from any damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Front Hood Condition and Paint Condition**

Review the overall condition of the paint and the clear coat. Touch up any visible dents, dings, or chips that may be present. Ensure the paint looks as close to new as possible\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Front End Alignment of Panels (Gaps)**

This inspection point is to review the fit of the front fenders and the hood. Look for consistency in the panel gap, fit and overall alignment to the front fascia.

**Windshield Glass**

For safety reasons, be especially careful when reviewing the entire windshield. If cracks or chips with cracks spreading are present, replace the windshield. An Audi-approved windshield technician can

repair up to two small windshield chips. If excessive scratches or sandblasting is present on the windshield, replace the glass. All driver assist functions must function properly. All glass replacement must use OEM glass and must be installed to an Audi Brand standard.

### **Windshield Wipers**

Review the condition and functionality of the wiper blades to ensure there is no damage present. The wipers will properly clean the entire path of the windshield without streaking.

### **Windshield Wiper Arms**

The wiper arms will be free from damage or corrosion in the hinges. The spring will apply good tension on the arm and both wiper arm bolt covers are present.

### **Windshield Washer Spray Nozzles**

Pull the washer feature to ensure that it activates the proper spray pattern and flow from the washer nozzles. If necessary, re-align the washer heads.

### **Wet Arm Operation (if equipped)**

Review the condition and functionality of the wet arm wipers to ensure there is no damage present. The wipers will properly clean the entire path of the windshield without streaking.

### **Hood Release Latch Operation**

Pull the hood release and verify that the handle, cable and latch mechanism function properly. The hood will close without additional force from 38cm – 51cm (15”-20”).

### **Hood Struts**

Struts will retain the hood in full open position. If struts are worn or non-operative, they must be replaced.

### **Audi Advanced Key**

Ensure that two key fobs are present. If not, order appropriately. Ensure that all buttons on both key fobs function properly. Ensure you are able to open and lock doors from any handle with the appropriate actions. Ensure that the keyless start functions properly for both key fobs. Inspect each fob for damage or wear. Replace fobs or batteries where it's necessary.

### **Automatic Headlamp Sensor**

Confirm that the vehicles automatic headlamp sensors are functioning properly. When dark the vehicles full headlight system will turn on. Confirm that the lights turn off after the vehicle is shut off.

### **Automatic Rain Sensor Function**

The vehicle rain sensors are able to sense moisture and adjust the wipers to the appropriate speed level for the amount of moisture.

### **Electric Door Handles Interior/Exterior**

Scan for faults via Guided Fault-finding and verify operation when opening from the exterior and interior.

### **Manual Emergency Release for Electric Door Handles**

For vehicles with electrically operated door handles, check the operation of the emergency opening for both interior and exterior handles. Confirm procedure in owner's manual.

### **Soft Close Function of all Door Locks**

Check functionality of the soft close door latch operation and scan for faults via Guided Fault-finding.

## **Section 4.2: Left Front Exterior**

### **Remote Entry**

Depress unlock/lock button on key FOB to confirm that the remote entry locks and unlocks all doors, trunk and fuel door. Confirm these functions are working on both keys.

### **Left Front Fender Alignment and Paint**

Inspect the front fender. Repair any scratches, chips or dents as necessary\*. Review the fender fit, alignment and overall paint condition.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Left Front Side Turn Indicator Light**

Lens must be damage free and the light is functional.

### **Left pillars (A and B)**

The A-pillar and B-pillar are free from cracks, dents or damage. The pillar and welds should exhibit complete integrity.

### **VIN plate**

Inspect the VIN plate for any signs of prying or tampering with rivets, adhesives etc. If any foul play is detected, check under the hood and on the frame to verify the correct VIN. Also, verify against the B-pillar sticker and firewall VIN under the hood.

### **Left Front Side Mirror Housing, Glass and Flasher**

Check the overall function of the folding feature. Ensure the mirrors easily fold in without making noise. Confirm that the interior mirror controls function properly. The glass inside the mirror housing is free from any damage/cracks. The mirror housing is not scratched\* or broken from impact. When applicable, confirm that the mirrors tilt downwards when reversing. Confirm that the flasher located on the mirror functions properly.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Left Front Door Panel Alignment and Paint**

Check the condition of the paint and the clear coat. If there are any visible dents, dings or chips present\*, touch-up or repair. The door fit and alignment are accurate and an overall consistent fit is present.

\*dealer discretion permitted for 7-8 MY old vehicles

**Left Front Body Mouldings**

There will be no loose or damaged mouldings or moulding fasteners. Replace when necessary.

**Left Front Window Glass**

There are no cracks, chips or damage. If replacement is deemed necessary, all glass replacement must use OEM glass and must be installed to an Audi Brand standard. The window will function properly and a good fit is achieved.

**Left Front Window Trim and Mouldings**

The trim is secure and free from any dents or visual damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Driver Exterior Door Handle**

The handle is in good working order.

**Driver Door Lock Cylinder (Auto Up/Down/Lock)**

Check each function of the cylinder (Up/Down/Lock). Confirm that all doors lock and unlock, all windows roll up and down and trunk and fuel door unlock.

**Left Front Door Hinge and Alignment**

Open the door fully. The door hinges will not be damaged or corroded and are properly lubricated.

**Left Front Door Seals**

Inspect the door seal to verify that the seal is secure, pliable and in good working order.

**Left Front Door Sill Plate**

Ensure the door sill plate is secure and free from damage or excessive scratches\*. Replace if necessary.

\*dealer discretion permitted for 7-8 MY old vehicles

**Left Front Side Moulding**

There will be no loose or damaged mouldings or moulding fasteners. Replace when necessary.

**Left Front Side Rocker Panel and Trim**

Inspect the rocker panel for dents or damage from road debris\*. The trim is free from damage and secure (where applicable)

\*dealer discretion permitted for 7-8 MY old vehicles



## **Section 4.3: Left Rear Exterior**

### **Left Rear Door Panel Alignment and Paint**

Check the condition of the paint and clear coat. Fix any visible dents, dings or chips that may be present\*. The door fit and alignment are accurate and an overall consistent fit is present.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Left Rear Door Side Moulding**

The moulding is secure and free from damage.

### **Left Rear Side Rocker Panel and Trim**

Inspect the rocker panel for dents or damage from road debris\*. The trim is free from damage and secure (where applicable)

\*dealer discretion permitted for 7-8 MY old vehicles

### **Left Rear Door Window Trim and Mouldings**

Trim is secure and free from dents or visual damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Left Rear Door Window Glass**

There are no cracks, chips or damage. If replacement is deemed necessary, all glass replacement must use OEM glass and must be installed to an Audi Brand standard. The window will function properly and a good fit is achieved.

### **Left Rear Exterior Door Handle**

The handle is in good working order.

### **Left Rear Child Lock**

When the child lock is engaged the handle is inoperable.

### **Left Rear Door Hinge and Alignment**

Check the function of the door hinges and positioners. The hinges are not damaged or corroded and are properly lubricated.

### **Left Rear Door Seals**

Inspect the door seal to verify that the seal is secure, pliable and in good working order.

### **Left Rear Sill Plate**

The doorsill is secure and free from damage or excessive scratches\*.

\*dealer discretion permitted for 7-8 MY old vehicles

#### **Left C-Pillar**

The C-pillar has been inspected for cracks, dents or damage. The pillar and welds exhibit complete integrity.

#### **Left Rear Quarter Window Glass**

There are no cracks, chips or damage. If replacement is deemed necessary, all glass replacement must use OEM glass and must be installed to an Audi Brand standard. The window will function properly and a good fit is achieved.

#### **Left Rear Body Panel Alignment and Paint**

Check the condition of the paint and clear coat. Fix any visible dents, dings or chips that may be present\*. The door fit and alignment are accurate and an overall consistent fit is present.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Section 4.4: Rear Exterior**

#### **Rear End and Tailgate Paint**

The rear end of the vehicle is free from dents, scrapes or damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

#### **Rear Audi Emblem and Tailgate Trim**

The emblem must be secure and free from damage. Confirm that the trim underneath is also secure and damage-free.

#### **Rear Window Glass**

There are no cracks, chips or damage. If replacement is deemed necessary, all glass replacement must use OEM glass and must be installed to an Audi Brand standard. The window will function properly and a good fit is achieved.

#### **Rear Window Defrost Element**

The element on the glass has been reviewed for damage and proper functionality.

#### **Rear Camera**

With the engine running, put the transmission into reverse and ensure that the camera is functioning properly and providing a quality image.

#### **Power Tailgate, Tailgate Hinges, Struts and Alignment**

The deck lid opens and closes with ease and remains in the open position by the struts. When applicable, be sure to test the automatic open/close function for proper functionality.

#### **Trunk Seal**

The entire seal has been check for tears or loose fit.

**Trunk/Luggage Compartment Light**

The light activates when the deck lid is open.

**Compartment Covers and Hold-Down Latches**

The covers are in place and must operate properly. All tie-down points are present and in good working order.

**Roadside Kit**

When applicable, open the trunk area and panel containing the hazard reflector and roadside emergency items. All items, including jack and tools are present and the secure panel latch is in the closed position.

**Tire Mobility System (TMS) Expiration Date**

If applicable, check the expiration date on the TMS. If expired, it is necessary to replace.

**Removable Cargo Cover**

On vehicles equipped with a cargo cover, the cover is present\*, in good clean working condition and is securely attached.

\*dealer discretion permitted for 7-8 MY old vehicles

**Rear Park Sensors**

The sensors are free from damage, cracks or bubbles in the paint. Test the operation and functionality of the sensors.

**Rear Parking, Reverse, Fog, Hazard and Tail Lights**

All bulbs and lenses are in proper working conditions. They are clean and free from damage.

**Rear Marker Lamps and Turn Signals**

Each bulb functions properly and is damage free.

**Rear Brake Lights**

Each bulb functions properly and is damage free

**Rear Bumper**

The bumper is damage free, properly aligned and there is no evidence of collision damage or improper repair.

**Rear Exterior Trunk Release**

The lever must be in good working order.

**License Plate Bracket and Light**

The bracket is present, secure and contains all screws. Verify that the license plate lamp functions with the headlamps on.

**Rear Window Wiper (where applicable)**

The wiper properly cleans the path and is free from wear.

**High-Center Third Brake Light**

Each bulb functions properly and is damage free.

**Rear Window Wiper Arm (where applicable)**

Inspect the wiper arm for any damage or corrosion in the hinges. The springs apply good tension on the arm and both wiper arm bolt covers are present.

**Rear Window Washer/Spray Nozzle (where applicable)**

Activate the window nozzle to confirm the proper spray pattern and the flow of the washer solvent.

**Boot Cover (Cabriolet/Roadster)**

The roadster boot cover is present, free from damage and stowed properly. The cabriolet boot cover operates smoothly and is clean and damage free.

**Retractable Rear Spoiler Function**

Confirm that the rear spoiler function activates.

**Section 4.5: Right Rear Exterior**

**Right Rear Quarter Panel Alignment and Paint**

Check the condition of the paint and clear coat. Fix any visible dents, dings or chips that may be present\*. Ensure that alignment is accurate and a consistent fit is present.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Rear Panel Trim Pieces and Mouldings**

The trim is secure and free from visual damage.

**Fuel Door, Rubber Stops and Fuel Cap**

The fuel door functions properly. Ensure that the rubber bumpers are present and functional by opening and closing the door. The cap seals properly and clicks when fully tightened.

**Right Rear Quarter Window Glass (where applicable)**

There are no cracks, chips or damage. If replacement is deemed necessary, all glass replacement must use OEM glass and must be installed to an Audi Brand standard. The window will function properly and a good fit is achieved.

**Right C-Pillar**

The C-pillar is free from cracks, dents or damage. The pillar and welds exhibit complete integrity.

**Right Rear Side Rocker Panel and Trim**

Crouch down and review the entire rocker panel and trim on the rocker panel. The panel is free from damage of any kind\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Rear Door Window Trim and Mouldings**

Trim is secure and free from dents or visual damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Rear Door Window Glass**

There are no cracks, chips or damage. If replacement is deemed necessary, all glass replacement must use OEM glass and must be installed to an Audi Brand standard. The window will function properly and a good fit is achieved.

**Right Rear Door Paint and Gap Alignment**

The surface areas are free from scratches, cracks or damage\*. The door panel has a consistent fit around the other panels.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Rear Exterior Door Handle**

The handle is in good working order.

**Right Rear Child Lock**

When the child lock is engaged the handle is inoperable.

**Right Rear Sill Plate**

The doorsill is secure and free from damage or excessive scratches\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Rear Door Hinge and Alignment**

Check the function of the door hinges and positioners. The hinges are not damaged or corroded and are properly lubricated.

**Section 4.6: Right Front Exterior**

**Right Pillars (A and B)**

The A-pillar and B-pillar are free from cracks, dents or damage. The pillar and welds will exhibit complete integrity.

**Right Front Door Panel Paint and Gap Alignment**

Check the condition of the paint and the clear coat. If there are any visible dents, dings or chips present, touch-up or repair as necessary\*. The door fit and alignment are accurate and an overall consistent fit is present.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Front Exterior Door Handle**

The handle is in good working order.

**Right Front Door Lock**

If applicable, the handle is in good working order.

**Right Front Sill Plate**

Ensure the door sill plate is secure and free from damage or excessive scratches\*. Replace if necessary.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Front Door Hinge and Alignment**

Open the door fully. The door hinges will not be damaged or corroded and are properly lubricated.

**Right Front Door Seals**

Inspect the door seal to verify that the seal is secure, pliable and in good working order.

**Right Front Side Rocker Panel and Trim**

Inspect the rocker panel for dents or damage from road debris. The trim is free from damage and secure (where applicable)\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Front Window Trim and Mouldings**

The trim is secure and free from any dents or visual damage\*.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Side Mirror Housing, Glass and Flasher**

Check the overall function of the folding feature. Ensure the mirrors easily fold in without making noise. Confirm that the interior mirror controls function properly. The glass inside the mirror housing is free from any damage/cracks. The mirror housing is not scratched\* or broken from impact. When applicable, confirm that the mirrors tilt downwards when reversing. Confirm that the flasher located on mirror functions properly.

\*dealer discretion permitted for 7-8 MY old vehicles

**Right Front Side Marker Light**

Lens must be damage free and the light is functional.

**Right Front Trim Pieces and Mouldings**

The trim is secure and free from visual damage.

**Right Front Fender Alignment and Paint**

Inspect the front fender. Repair any scratches, chips or dents as necessary\*. Review the fender fit, alignment and overall paint condition.

\*dealer discretion permitted for 7-8 MY old vehicles

## **Section 4.7: Top Exterior**

### **Sunroof Glass and Seals (test for leaks)**

Ensure that the roof panel properly opens and closes. Observe the top area of the vehicle and ensure that the sunroof is free from damage. Confirm that the sunroof does not leak.

### **Roof Panel/Luggage Rack (where applicable)**

The painted roof surfaces will be free from dents and scratches\*. The rails and tie down areas are free from any damage. Also, ensure that the roof panel under the rack and rails is free from damage.

\*dealer discretion permitted for 7-8 MY old vehicles

### **Roof Antenna/Sirius/Navigation Housing (where applicable)**

Inspect the roof antenna. It will be secure and free from damage. The same must be done for satellite radio antennas.

### **Convertible Top (where applicable)**

The outside fabric is free from tears, stains or damage. The outer seals and sill have a proper fit and seal. The top opens and closes properly and you have tested the top for leaks.

### **Windscreen Operation (where applicable)**

Raise and lower the windscreen to ensure proper operation. Where applicable, insert the windscreen into the slots and ensure it opens, locks and functions properly. These units must be free from damage and must operate properly.

## **5. Mechanical Components**

### **Section 5.1: Engine**

#### **Under Hood Insulation**

The insulation must fit snug and all fasteners are holding material firmly to the underside of the hood. The cowl drains have been inspected for debris and proper operation.

#### **Engine Compartment Labels – EGR/PCV**

The EGR, PCV, accessory belt routing, and emission stickers are all present. If these labels are not present, please inspect the car closely for further evidence of a previous collision.

#### **Tire Pressure and Recommended Fuel Label**

Confirm that this sticker is present either under the hood and/or in the fuel door and/or the driver side door jamb.

#### **Covers: Engine Compartment/Cowl Cover/Emblems**

All beauty covers have a secure fit and are free from damage. Make sure that set screws are all locked and that the Audi emblem on the engine cover is not damaged.

**Windshield Washer Reservoir**

Check fluid for level and condition. Ensure cap is present and in good condition.

**Hoses Checked for Air and Fluid Leaks**

Perform audible and visual inspection for air leaks or fluid leaks.

**Power Steering and Engine Oil**

All fluids are checked for level and condition. All caps have been firmly closed and are not damaged.

**Check for Water in Oil**

Review the underside of the oil filler cap for condensation and carbon build-up. Note any concerns. Any necessary maintenance and/or repairs should be made to eliminate any concerns.

**Fuel Injection System, Fuel Filter/Lines**

Fuel lines from the intake fuel pump and high pressure fuel pump to each cylinder have been inspected for any signs of leaks. The fuel rails are free from damage and leaks.

**Throttle Linkage/e-gas/Electronic Power Control (EPC)**

Be sure to inspect the throttle-by-wire housing to confirm proper operation.

**Air Filter**

Open the air box and inspect the filter. If the filter is dirty it must be replaced otherwise follow the scheduled maintenance guidelines. Aftermarket filters are not acceptable.

**Accessory Belt**

The belt is free from premature cracks or damage to the surface area. Some small cracks may be present on the backside. Replace if needed and follow the scheduled maintenance guidelines.

**Power Steering Pump/Hoses and Fluid Level**

The pump housing has been inspected for leaks. Also check the high pressure hydraulic hose to rack for any evidence of leaking. The power steering fluid has been topped up to the appropriate level.

**Check Oil on Dipstick for Level and Condition**

If equipped, pull the dipstick to review the oil level. If the vehicle is not equipped with a dipstick, use the adjustable dipstick tool. It is important to note if the vehicle has been running on low oil levels. Also check the oil for the presence of contamination.

**Engine and Transmission Mounts (Upper Area)**

Inspect the top of the engine mounts and bolts. Any damaged or worn mounts have been replaced.

**All Engine and Transmission Seals and Gaskets**

Check all gaskets for leaks. Consult your Service Manager on further instruction if necessary.

**A/C Compressor/Lines/Condenser**

Test the A/C system for proper function and pressure. Use the appropriate test equipment. Test all A/C lines for damage or leaks. Confirm that the compressor operates and engages properly.



### **Visual Leak Inspection**

Inspect engine compartment and surroundings for evidence of any leaks. If there is a sign of a fluid leak, note the cause and source of the leak and plan to take corrective action.

## **Section 5.2: Cooling System**

### **Engine Coolant Reservoir Cap**

Ensure the cap maintains a proper seal and pressure

### **Engine Coolant Level**

Inspect the reservoir level to confirm proper fill level. Top up level when necessary.

### **Cooling System Pressure Test**

Using the VAS pressure test tool, conduct pressure test on cooling system. Confirm that the radiator cap properly holds pressure and fluid.

### **Radiator Hoses Upper/Lower and Heater Hoses**

The upper and lower radiator hoses have been inspected for bulging, leaks or damage. The supply and return lines to the heater core have been checked for leaks or wear.

### **Cooling Fan, Cooling Fan Motor**

The cooling fans have been inspected for proper engagement and function. Listen to the sound of the electric motor for evidence of worn bearings. Check for proper operation and listen for any unusual noises from the fan motor.

### **Radiator/Thermostat**

The car has been inspected for overheating and checked for a worn or corroded thermostat. The radiator is clear of any debris and free from damage.

### **Upper Core Support, Radiator Housing**

The upper core support is firmly mounted and attached to the radiator bracket

### **Water Pump/Belt (Noise/Leaks)**

The water pump is free from leaks at the shaft or rear seal at the engine block. The belt operates quietly on the water pump pulley. Note: The timing belt drives some water pumps.

### **HV Cooling System Labels**

Check condition and presence of warning labels.

### **High-Voltage System Coolant Level (See Repair Manual) If Applicable**

Inspect and confirm proper coolant level.

### **Test Coolant for Protection Temperature (including High-Voltage Cooling System)**

A hydrometer was used to ensure the proper coolant concentration and freezing point. Record the value. If coolant reservoir cap is sealed with a lock, replace with new lock after inspection.

## **Section 5.3: Transmission**

### **Transmission System Condition**

All mounts, linkages and lines are free from damage.

### **Transmission Fluid Auto/Manual**

All routine scheduled maintenance has been performed. A road test and leakage inspection was done to ensure proper transmission fluid, condition and levels.

## **Section 5.4: 12V and High Voltage Electrical System**

### **Visual Inspection of 12V Battery Condition**

A Midtronics test is necessary to determine the battery life. Also be sure to check the battery housing and mount to ensure both are in proper working condition. Vehicles that are equipped with a battery manager must be tested using the VAS scan tool.

### **Visual Inspection of 12V Wiring**

Inspect 12V wiring and ensure there are no loose or damaged wiring or wiring connectors.

### **Visual Inspection of High Voltage Battery, Check Condition of Battery Casing**

Inspect for damage, dents, cracks or leaks in and around battery casing.

### **Visual Inspection of High Voltage Components and Cables**

Inspect for damage, cracking, leaks, fraying and for proper cable routing.

### **Check for Signs of Corrosion**

Ensure there are no corroded terminals, connectors or wiring. Replace if necessary.

### **Visual Inspection of Harnesses**

All harnesses are free from abnormal wear and tear. Check all ties, covers, fasteners and wiring for proper routing and any abnormal wear or damage. All parts and wiring are replaced as necessary.

## **Section 5.5: Brake System**

### **Brake Fluid Reservoir Cap**

The cap is tight and free from damage.

### **Brake Fluid Level/Condition**

The fluid is at the full mark and is clean. It must be Audi approved brake fluid.

### **Brake Master Cylinder and Booster**

Both the master cylinder and booster unit are operating properly and are free from leaks.

### **Parking Brake**

Confirm operation and holding capability of parking brake.

### **Parking Brake Cable and Connection Tension**

Check cable adjustment and ensure it is within specifications in ElsaPro.

### **Brake Calipers and Hoses**

Check for leaks, cracks, damage, routing of hoses. Confirm calipers are not seized at any wheel.

### **Electro-mechanical Brake**

Check operation and integrity of electro-mechanical Brake.

### **Brake Pads**

Check pad condition and thickness. Confirm at least 50% thickness according to ElsaPro specifications.

## **6. Under the Vehicle**

### **Section 6.1: Undercarriage**

#### **Bumper Flanges and Brackets**

The bumper flanges and mounting brackets must be inspected for evidence of collision damage that was not properly repaired. The brackets and flanges are secure, in place and free from impact damage.

#### **Frame Spot Welds and Seams**

If there is any evidence of frame damage or repair, the vehicle is not eligible for Certification. The Audi Space Frame or uni-body sections of the undercarriage have been reviewed for evidence of cutting from a collision repair, dents, cracks etc. that may indicate vehicle abuse or frame damage. Spot welds will be uniform in appearance and will not be separated. If spot welds are separated, there is a chance this vehicle has been in a collision or severe damage has been done to the vehicle. Further investigation into the vehicle's history should be done. All seams have been inspected for cracks or stresses. The seam sealer from the factory is still consistent in application. A wavy smear in the seam sealer is a good way to catch prior collision damage. Seams can be damaged from collision or poor repair. Check that all seams are free from stress breaks.

#### **Sheet Metal**

The undercarriage sheet metal at the rear and mid-section of the body is smooth and free from any buckles or wrinkling.

#### **Water Damage**

If any water lines or sediment are found in the sub-frame or uni-body rails, the vehicle could have been in a flood zone. Checking the seat tracks is also a good indication of flood damage. This requires further investigation before proceeding with the inspection.

#### **Front Sub-Frames and Front Side Aprons**

The sub-frames are free from damage of any kind. The area under and around the front fender wells have been inspected and are free from damage.

**Center Support Bearing**

The propeller shaft support bearing has been checked for wear at the bearing.

**Brake Lines**

Follow the full run of the brake line along the underside. The brake lines are not bent, kinked, or leaking throughout the entire under carriage.

**Bottom of Front and Rear Bumpers**

The bumpers have been checked for damage from parking blocks, road hazards, or off-road driving. Covers, fasteners, and splash shields are all secure and free from damage.

**Lower Splash Shield (Belly Pan)**

The shield is not damaged and is held in place by all fasteners. There are no signs of oil, coolant, brake, or transmission fluid on the belly pan.

**Lower Engine Mounts**

The engine mounts are sound and have no free play. There are no cracks or worn bolts.

**Lower Radiator Hoses**

The hoses have been inspected for bulging, leaks or wear at clamp ends. The clamps are tight.

**Suspension Arms and CV Joints**

All suspension arms have been checked for free play. Joints on the suspension arms have bushings that do not squeak or allow play in the suspension.

**Adaptive Suspension Systems**

Any vehicles with adaptive suspension systems such as Magnetic Ride or components of Audi Drive Select should be checked to ensure the proper operation of those systems.

**Sway Bars/Links/Bushings**

All sway bars, links and bushings have been checked for wear or free play.

**Struts, Shocks and Springs**

The struts have been checked for leaks. Springs are mounted inside of the strut towers and provide proper lift to vehicle.

**Control Arms and Steering Rack**

Control arms do not have free play or wear in joints. The steering rack is free from leaks and damage.

**Check Visual Condition of HV Components (Battery and Cables)**

Inspect all high voltage components and cables and ensure there is no damage, leaks or corrosion.

## **Section 6.2: Exhaust System**

### **Exhaust Hangers and Clamps**

Rubber hangers and sectional clamps are solid and free from excessive corrosion, tears, or separation.

### **Exhaust Pipes, Catalytic Converter and Heat Shield**

Pipes are free from rust and excessive corrosion. The catalytic converter is mounted securely and free from corrosion. Heat shields must be mounted securely and free from damage.

### **Check Entire Exhaust for Leaks**

Check the entire system for leaks with the vehicle running. Ensure exhaust system is factory original and free from modifications, including any modifications to exhaust valves.

## **Section 6.3: Transmission/Differential/Transaxle Seals and Gaskets**

### **Rear Axle Fluid Level**

Top off where applicable.

### **Engine/Transmission/Differentials/Transaxle Seals and Gaskets**

It has been confirmed that there are no leaks and they are fully operable.

### **Transmission Lines**

The lines are free from damage and leaks.

### **Axle Housing/Final Drive**

The unit housing and final drive seals have been checked over for leaks or damage.

### **Transmission/Mounts/Control Linkages**

The mounts are free from wear or damage. The control linkages and control module wiring harnesses have been carefully inspected.

### **Differential/Torsen/quattro**

The mounts and components have been inspected for excessive wear, damage and play.

## **Section 6.4: Tires and Wheels**

Providing premium replacement parts when completing the Audi Certification Process is extremely important. Ride quality and driving performance are paramount Audi brand attributes and should never be compromised when equipping our vehicles with replacement tires and wheels.

When completing the Audi Certification and Inspection Checklist, it is important to note that Audi Canada does not recommend nor stand behind the application of sub-par or secondary tires and wheels in the certification process. Applying sub-par tires may jeopardize the customer's experience.

### **Wheels**

Only OEM Audi wheels are acceptable. The wheels must be the approved size, free from damage and all matching. The wheel size must match the tire placard located on the vehicle. The wheels will not have excessive run out or curb damage. Confirm that the wheels are free from drive flat damage and finish damage from acid wheel cleaners. Refurbishing to original specifications is an alternative if damage is not too severe.

### **Tires**

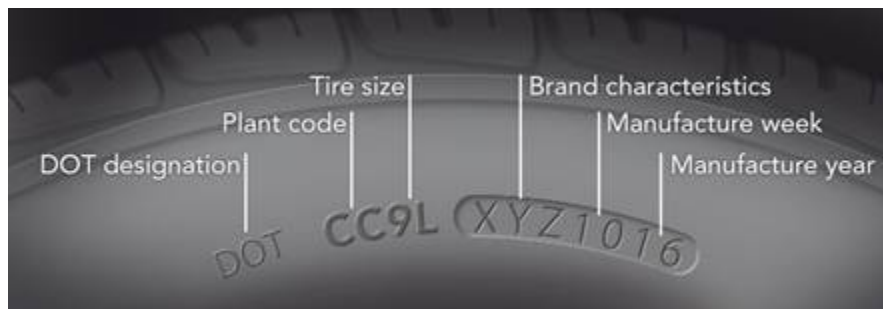
Tires must be of the appropriate size and specification, including speed rating and load rating, matching to OEM specifications. They must be four matching tires. They must be free from any damage (including the spare).

Vehicles inspected and offered for sale between December 1 and March 15 may be sold with winter tires equipped on the vehicle, as long as the winter tires meet the criteria stated above, including OEM size and specification. Wheels must still be OEM Audi wheels.

If winter tires are provided as a second set in addition to the original equipment tires, the additional winter tires included must also meet the tread depth requirement of 3.9 mm (as outlined below).

If tires do not pass inspection and require replacement, new tires should be sourced from a reputable tire brand as listed in the Audi National Tire Program.

If the vehicle was originally equipped with run-flat tires and the tires require replacement, replace with new run-flats as the vehicle will not be equipped with a spot for a spare.



### **Tread Depth and Pressure (L/R)**

The tires must meet the minimum 3.9mm (5/32"). Record the actual tread depths and tire pressures, as required on the inspection checklist. Tires must be filled to the recommended tire pressure indicated on the door sill or B-pillar.

### **Speed and Load Rating**

Tires must meet the recommended speed and load ratings for the vehicle.

## **Section 6.5: Fuel Tank and Lines**

### **Fuel Tank and Holding Straps**

The fuel tank is free from leaks and damage. The mounting straps are sound and fastened tightly.

### **Fuel Line**

The fuel line from the tank to the engine compartment is free from damage or leaks.

### **Fuel Filter**

If this is not a lifetime filter, follow the scheduled maintenance requirements. Replace if necessary.

## **7. PHEV Specific (e.g. A3 e-tron, Q5 TFSI e)**

### **Section 7.1: Charging System**

Note: Check and confirm functionality of OEM Charger and Adapter Cables

#### **Charging Capsule (Check for updates)**

Ensure charging capsule powers on and has no faults displayed. Ensure capsule is updated to latest software version. (USB adapter required for test and update). Ensure there is no PIN code active. Reset PIN if necessary.

#### **Charging Functionality of 120V Cable**

Connect vehicle to 120V receptacle using the 120V (Level 1) charging cable and confirm charging begins.

#### **Charging Functionality of 240V Cable**

Connect vehicle to 240V receptacle using the 240V (Level 2) charging cable and confirm charging begins.

#### **Wall Clip Bracket (check if available)**

Check if wall clip (attachment bracket plate) is included. If not included, make a note on the checklist.

#### **Ability to Charge to 80%**

Confirm vehicle is able to charge to 80%. This may be done at a time prior to the inspection.

#### **Reset Maximum Charging Level in MMI to Recommended Owner's Manual Value (if applicable)**

Set maximum charging level in the MMI Charging Menu to the value recommended in the owner's manual.

#### **Visual Inspection of all Potential Equalization Cables on all EV Components**

Inspect all potential equalization cables and ensure there is no damage or corrosion to any of the High Voltage cables or components.

**Visual Inspection of TW High Voltage Maintenance Disconnect De-energize, Re-energize connector, Warning Labels**

Inspect to ensure no visible damage to HV Maintenance Disconnect and ensure all labels are present and intact.

**High-Voltage Safety Locks/Warning/Emissions/Air Conditioning Labels**

Inspect to ensure all factory labels are in place. e.g. Emission label on radiator support or under the hood, or High Voltage labels on HV components.

**Check High Voltage HVAC Operation**

Monitor measuring value blocks for cooling circuit temperatures during operation.

## **8. Signatures**

**Signatures of approval are required.**

The undersigned Audi Certified Technician also confirms that all diagnostic trouble codes are remedied and cleared, any open recalls, service campaigns and RVUs have been closed and that the maintenance is up to date. The signing technician is also attesting to the fact that all warning lights are off and no open fault codes exist. The Inspection and Certification checklist is not complete until it has been signed and dated. Approval signatures are required of the Audi Certified Technician, Audi Service Manager and Audi Certified Pre-Owned Manager. All items that have been checked “repaired” have been thoroughly inspected and repaired by a registered Audi Technician with genuine Audi parts.