



**European Delivery Program
Audi of America**

Dealer Resource Guide 2013**

Model Year 2013-2014

****Portions of this document intended for internal AoA and Dealer distribution only**



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Program Overview

The following pages include program details and should be used as a general guide to the benefits offered as part of an overseas delivery experience.

Vehicle Qualification and Pricing

- The following models are available through the European Delivery Program and qualify for the recommended MSRP* discount, with exception of the R8 and all RS models. The final price is determined by the dealer. Dealers will not be required to use allocation for these orders.

A4 Sedan/Allroad	up to 5% off of MSRP
S4 Sedan	up to 5% off of MSRP
A5 Coupe/Cabriolet	up to 5% off of MSRP
S5 Coupe/Cabriolet	up to 5% off of MSRP
A6/A6 TDI/S6 Sedan	up to 5% off of MSRP
A7/A7 TDI/S7 Sportback	up to 5% off of MSRP
A8/A8L/A8 TDI/S8 Sedan	up to 5% off of MSRP
TT / TTS Coupe/Roadster	up to 5% off of MSRP
Q5/Q5 Hybrid/Q5 TDI	up to 5% off of MSRP
Q7/Q7 TDI	up to 5% off of MSRP
R8/R8 Spyder*	Do not qualify for discount
RS Models	Do not qualify for discount

*MSRP excludes taxes, title/documentary fees, registration, tags, Audi Dealer prep, labor and installation charges, insurance, optional equipment and accessories, certificate of compliance and non-compliance fees and finance charges.

Sequence of Events

Please refer to the following sequence of events as your process guide from order inception to final US delivery.

1. Customer/Dealer contact:

- Please review the following information with your customer to provide them with a program overview. This information can also be found on the Audi USA website.
 - a. Customer Delivery Process – found on European Delivery website
 - b. Customer Drop Off Process – found on European Delivery website
 - c. Sequence of Events – found in Dealer Guide
 - d. Customer Participation Agreement (*provide your customer with a copy when they sign the order*) – found in Dealer Guide
- AoA recommends Dealer collects a security deposit from customer (but not required). Customer must be a US resident, over the age of 18, with a valid Social Security number.

2. Placing the order:

- **Dealer reviews the Customer Participation Agreement (page 11) with the customer**
- Dealer places a **new vehicle order** for customer (changes to the vehicle order will not be accepted once the vehicle reaches order status 10).
- Dealer orders vehicle in AIM (similar to any retail order) and emails the Commission Number and customer's requested pick up date to europelandeliveryprogram@audi.com. **Orders not sent to the program in writing are not initiated with the factory.**
- **The 6W3 option (front plate holder) is mandatory.** Ingolstadt will not deliver the vehicle without the front plate. Orders that are received without this option will have it added. If the customer would like this replaced with a filler plate once the car is shipped back to the US, the dealer handles any further actions on their end as an accessory install. Any exchange parts and labor are not covered under the program.



Program Overview (Continued)

- In the customer information field in AIM, it is important to include the complete customer name, street address, and email address.
- In the Comments field in AIM, include the customer's name, "European Delivery" and the preferred delivery date.
- **Dealers should not send order to the factory.** The European Delivery Team will modify the order by changing the "Ship to" and adding the sale option code "A21" identifying this vehicle as a European Delivery Program vehicle. The European Delivery Team will send the order to the factory. **Adding the A21 code alone on the dealer end will not initiate European Delivery.**
- The date sent over by the dealer will be the date requested. Should the customer change their requested date, the new date needs to be communicated to the European Delivery Team.
- If the customer has ordered Audi Connect, on-board Navigation or Sirius radio, these options will not function while the vehicle is in Europe. The Audi Connect SIM card is installed at the US port and the system will not work with international SIM cards. The factory programming for US VINs is specific to North America. For customers who have ordered a navigation package, a portable GPS unit will be provided at delivery. Additionally, the I-pod cable will also be installed when the vehicle reaches the US port.

3. After vehicle has finished production:

- Ingolstadt will confirm the delivery date with the European Delivery Team who will notify the Dealer via email to finalize the sale with the customer. Vehicles are built 4-6 weeks before the requested delivery date.
- Dealer contacts customer to relay the delivery date confirmation and to finalize the sale.
- Dealer emails the following to europelandeliveryprogram@audi.com at least 30 days prior to the customer's delivery date:
 - Color copies of the customer's driver's license and passport
 - Customer Information Form (copy attached)
 - Copy of the signed Buyers Order with VIN (customer to keep a copy)
 - Copy of vehicle payment or AFS financing/lease approval
 - Copy of 19% VAT check (hold check or deposit). VAT is equal to 19% of the MSRP. The VAT payment will apply if the customer does not return vehicle to an authorized drop off center within 90-Days of delivery date.
 - Payment for extended insurance if applicable (check made payable to Audi of America and mailed to Audi of America, European Delivery Department, 2200 Ferdinand Porsche Dr., Herndon, VA 20171)
 - Signed Customer Participation Agreement (copy attached)
 - Signed Dealer Participation Agreement (copy attached)
- Dealer reports the vehicle sale in AIM (similar to any other retail sale) and punches the vehicle as Kind of Sale (KOS 0, 2, or 3). This is necessary to activate the in-service date and vehicle warranty.
- Effective January 7, 2013 dealers will not receive specific incentive reimbursements for vehicles sold through the European Delivery program. Dealer will receive 2% front end margins at time of sale in addition to bonus and noted compatible incentive.



Program Overview (Continued)

- Please note the following:
 - Customer must take delivery of their Audi within 60-Days from the date payment is made in full as stated in the Customer Participation Agreement.
 - If customer does not take delivery of their Audi within 60-Days, the vehicle may no longer be available for European Delivery and will become dealer inventory.
 - If the customer travels to Europe prior to the production of their vehicle, the dealer should inform the European Delivery program by sending an email to europeandeliveryprogram@audi.com to ensure the customer receives the proper documentation and confirmation of their vehicle order prior to taking delivery of their Audi in Ingolstadt.

4. Customer receives Confirmation and Correspondence from Audi of America:

- Customer will receive a welcome letter from Audi of America with program information and next steps to expect approximately 8-10 weeks before the requested delivery date.
- Approximately two weeks before the delivery date, Audi of America will send a final delivery packet to the customer including a Confirmation and Agenda, Authority for Vehicle Delivery and the International Factory Collection Shipping Voucher.

5. Customer Delivery in Ingolstadt, Germany:

- To receive the Certificate of Comprehensive Insurance and Vehicle Registration, the customer must present the Vehicle Authorization Form and Authority for Vehicle Registration upon delivery at the Customer Center in Ingolstadt. This complimentary coverage is valid for 15 days. An extension of this coverage, to a maximum of 90-days can be made with prior program notification and is subject to the additional fees listed below. The additional fees must be collected by the Audi Dealer prior to delivery in Europe. There is a € 1,000 deductible on comprehensive coverage. Allow one day for proper vehicle licensing prior to customer delivery. This insurance covers the following countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom. Vehicles are registered 1 day prior to delivery which is considered part of the 15 day coverage. Customers must keep this in mind when planning their schedule. Ex. Delivery June 2 = Registration on June 1 = Expiration of coverage on June 15
- *Additional travel insurance is recommended for loss of personal items, as these are not included in the overall vehicle insurance.*

Comprehensive Insurance Purchased	Price
Total 15-days	Complimentary
Total 30-days	\$280.00
Total 60-days	\$490.00
Total 90-days	\$910.00

- The customer will have the option of participating in a 2 hour guided tour of our factory and a self guided tour of the Audi museum. Both of these events are optional and customer participation will be confirmed by Audi prior to delivery. Your customer will experience a vivid insight into Audi's philosophy, views, and heritage, and receive a professional "walk around" of their new Audi. Your customer and a guest will also enjoy complimentary meals and non-alcoholic beverages at the Audi Forum/Market Restaurant on their delivery day.



Program Overview (Continued)

5. Vehicle Return:

- Customers must drive their vehicles to one of our 16 drop off locations within their specified program period depending on delivery date (a maximum of 90 days).
- The customer is responsible for scheduling their own drop off appointment
- The customer is responsible for being aware of holiday closures and should not plan to drop off on a holiday
- Dealer reimburses customer 19% Value Added Tax (VAT) after specified drop off requirements are complete.
- Vehicles will be routed through the standard transportation process from Volkswagen Transportation and will be identified with the port of arrival, customer name, and "European Delivery Program" on the window sticker upon arrival at the dealership
- Standard shipping time is approximately 11-13 weeks from customer drop off to ordering dealer

Vehicles will be inspected for visible damage and cleanliness at time of drop off. US Customs may place an Agricultural hold on any vehicle returned to the US with excessive road grime. **Audi is not responsible for delays as a result of transportation, weather, or extended inspection times with US Customs. Please allow a minimum of 11-13 weeks or more from vehicle drop-off in Europe to dealer delivery in the US.** This includes preparation of the necessary licensing and paperwork.

6. Vehicle Tracking:

- A week after drop off, the customer will receive an email from our logistics vendor, IFF International. The email will include instructions on how to track the vehicle's shipping status online. The tracking website is - <http://jcars.blg.de/wps/portal/extern/exportinfo>
- The customer will need their contract ID and VIN to log into the system. The contract ID can be found on the first page of the paperwork they are provided at the drop off location. The document is titled "Authorization for Car Shipment" and the contract ID is in the left column.
- The customer will receive a second email from IFF International when the vehicle clears customs.

7. Second Delivery

- Dealer performs Pre-Delivery Inspection (PDI) upon vehicle return to Dealership in the U.S.
- Dealer performs the necessary licensing and titling paperwork
- Dealer notifies customer when vehicle is ready for delivery at Dealership



Customer Drop off Process

The Audi European Delivery Program offers 16 convenient European drop-off locations at no additional cost to the customer.

To ensure a worry-free and safe transportation back to the dealership, vehicle drop off appointments should be scheduled at least 4 days prior to departure. Drop off appointments are suggested for all locations and can be made either by phone or email. Appointments are available Monday through Friday with varied hours of operation. Customers should contact the preferred office to avoid any unexpected delays. **All locations are closed on nationally recognized holidays.** The customer is responsible for being aware of holiday closures and should not plan to drop off on a holiday

It is also important to remove all personal effects and non-factory installed accessories, such as luggage, car seats, etc. before dropping off a vehicle. Personal effects may not be returned and removing them from the vehicle will help avoid possible delays and additional costs from US Customs. Only the original spare tire, jack, and tools are shipped with the car.

Documentation needed for vehicle drop off

- Customer address, phone number and email address
- Customer passport as photo identification and US Social Security number for US Customs
- Complete applicable export documents required by the drop off agent including a copy of the Sales Agreement/Bill of Sales
- One master key (special wheel locks or other necessary mechanisms)
- Military PCS or Diplomatic orders (if applicable)
- Copy of Registration and International Insurance Card

The costs and fees associated with transportation, customs, duty, clearance, storage, handling and insurance are all included in the purchase price of all Audi vehicles sold under the European Delivery Program, provided the vehicle is returned to a drop off location as specified in the program requirements. Destination charges still apply for final transport to your dealer.

Please note the following information on vehicle return:

Please allow a minimum of 11-13 weeks from the drop off date in Europe to the arrival at the US dealership (pending transportation, weather or US Customs delays). Necessary licensing and paperwork should be completed by the dealer upon vehicle delivery in the US.



Benefits

Customer Summary of Benefits

The Audi European Delivery price of your vehicle includes the following services:
Lodging for one standard room, one night at your choice of one of the following Audi recommended hotels:

Kempinski Hotel

Munich, Germany

<http://www.kempinski-airport.de>

NH Ambassador

Ingolstadt, Germany

<http://www.nh-hotels.com>

Also included:

- Complimentary chauffeured transportation directly to the Forum from Franz Josef Strauss airport in Munich, from either of the two Audi recommended hotels or the Ingolstadt Train Station.
- Complimentary meals and non-alcoholic beverages in the Customer Center's Market Restaurant are available on the day of delivery.
- A scheduled tour of our factory and visit to museum are available
- Vehicle ground transportation from the established drop off points
- Ocean freight and marine insurance
- Customs duty and clearance
- Storage and terminal handling fees. Drop off location fees



Customer Sequence of Events

- Customer visits a participating Audi Dealer to place an order 3-4 months prior to departure.
- Audi will mail a welcome kit to the customer including a document explaining the drop off process, a list of drop off locations with contact information, the Customer Information Form, information regarding insurance coverage and roadside assistance approximately 8-10 weeks before the requested delivery date.
- The vehicle is built in approximately 4-6 weeks prior to the requested delivery date.
- Once the vehicle finishes production, Ingolstadt will confirm the delivery date and the European Delivery Team will relay this information to the ordering dealer.
- Upon delivery date confirmation, the dealer will invite the customer back into the dealership to complete the sale and send the European Delivery Team the documents outlined on page 4 at least 30 days prior to the delivery date.
- After delivery date confirmation, customers should make travel arrangements accordingly.
- Customers will have up to 60 days to take delivery of their vehicle.
- Approximately 2 weeks before the delivery date, Audi of America will mail the delivery documentation to the customer. This will include the Confirmation and Agenda, Authority for Vehicle Delivery and the International Factory Collection Shipping Voucher.
- Arrival in Ingolstadt and participation in the scheduled delivery day.
- The vehicle is driven to one of 16 authorized drop-off locations within the specified registration and insurance period (must be within 90-Days of delivery date). The dealer will make arrangements to reimburse 19% Value Added Tax (VAT) to the customer after confirmation of vehicle drop-off at an authorized location
- Approximately 11-13 weeks (pending transportation, weather, or US Customs delays) is the timeframe required for vehicles to be shipped and delivered in the USA.
- After PDI, licensing and registration, the dealer will contact the customer to complete final delivery



2013 European Delivery Customer Participation Agreement

Thank you for participating in the Audi European Delivery Program. This Agreement describes the program and is meant to provide you with a quick overview and understanding of the offered benefits. Please read and sign to confirm your understanding and agreement of the program guidelines.

Eligibility:

You must be a US resident at least 18 years of age with a valid driver's license, valid passport and US-issued Social Security number.

Payment Terms:

You agree to secure payment and finalize the sale of your new Audi in full prior to traveling to Europe for delivery.

- Vehicles qualify for Standard and Special Finance rates and Standard Lease rates offered through Audi Financial Services
- Lease payments continue to be due during vehicle shipping
- You agree to take delivery of your vehicle within sixty (60) days from the date sale is finalized. After this time, your vehicle may no longer be available for European Delivery
-

Purchase Terms:

You agree to purchase your vehicle at the Audi European Delivery program price established by a participating Audi Dealer, including destination charges and local taxes/titling fees and you agree to drive your vehicle to an authorized Audi drop off location within 90 days of your delivery date in Ingolstadt, Germany. Your vehicle will be registered and insured for a limited length of time specified by you prior to delivery and must be returned prior to this date (maximum of 90-days). VAT charges, return shipping charges and additional fees will apply if the vehicle is not returned to a drop off location within the time specified in your Factory Collection voucher. Insurance and registration cannot be extended once issued.

International Insurance Coverage, Export License Plates, Vehicle Registration:

Comprehensive insurance and export license plates are provided by Audi for the first 15 days while traveling in Europe. There is an €1000 deductible on the comprehensive coverage. Vehicles are registered 1 day prior to the delivery, which is included as part of the complimentary 15 days. Please keep this in mind when scheduling your vehicle drop-off and insurance requirements. Ex. Delivery June 2 = Registration on June 1= Expiration of coverage on June 15.

A Certificate of Insurance and vehicle registration will be provided upon vehicle delivery. This insurance covers the following countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lichtenstein, Lithuania, Luxembourg, Malta, Monaco, Norway, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

If you wish to extend your insurance coverage and registration, please notify your dealer or contact the Audi European Delivery Program at europandeliveryprogram@audi.com. Payment should be submitted via check made payable to Audi of America. Insurance may be extended to a total of 30, 60 or 90 days and must be requested prior to travel. The below additional charges apply:

Comprehensive Insurance Purchased	Price
15-days	Complimentary
30-days	\$ 280.00
60-days	\$ 490.00
90-days	\$ 910.00



European Delivery Customer Participation Agreement cont.

Insurance coverage and claims:

Additional travel insurance to cover theft or personal items or damage to personal belongings is suggested. In the event of a collision or vehicle damage, it is important to contact the International Insurance policy holder directly by phone or email to file a claim. Contact information is below.

Mr. Mathias Schulz-Sembten
Representative
AXA-Versicherungsburo Niess-Wohlfart
Branch Office
Matthias.Schulz-Sembten@axa.de

Address:
Versicherungsfachwirt Postweg 4a
D-81827 München
Germany
Tel: 089 - 4536080 Fax: 089 - 45360810

Identification:

Important identification to carry includes driver's license, Social Security number, passport and military PCS or Diplomat orders (if applicable).

Documentation:

1. Taking Delivery of your Audi

Please have the Authority for Vehicle Pick Up when taking delivery of your Audi. You will receive this document along with your Agenda and Vehicle drop-off voucher as part of your final delivery packet from Audi of America. **Please be aware that factory installed Navigation systems are programmed for North American use. European-based GPS portable navigation units will be offered upon delivery, when available, for those vehicles equipped with a factory Navigation system.** Charges will apply for portable units not returned at time of vehicle drop off.

2. Dropping off Your Audi

Your new Audi must be driven to one of 16 authorized locations throughout Europe for drop off within 90 days of your delivery date. Please be advised that technical modifications to your vehicle prior to shipping will not be permitted. It is important to make an appointment with the Agent at the drop off location at least 4 days prior to your planned drop off date. Drop off location details are included in your initial welcome packet from Audi of America. **Drop off locations are not open on National Holidays celebrated in each specific country. The customer is responsible for scheduling their drop off on a non-holiday and during the hours of operation of the location selected.** The following documents will be required at the end of your journey when your vehicle is dropped off:

- Your Certificate of International Insurance and vehicle registration (You will receive these documents when taking delivery of your Audi in Europe).
- Your Buyers order / Sales Contract (provided by your Audi Dealer).
- Your International Factory Collection Shipping Voucher (This document will be included in your final delivery packet from Audi of America).
- Your driver's license, Social Security number (for US Customs clearance), passport, and military PCS or Diplomat orders (if applicable).

Your vehicle will be inspected for damage and cleanliness at time of drop off. US Customs may place an Agricultural hold on any vehicle returned to the US with excessive road grime. Please retain a copy of the condition report you will receive from the drop off Agent. **Audi is not responsible for delays as a result of transportation, weather or extended inspection times with US Customs. Please allow a minimum of 11-13 weeks or more from vehicle drop-off in Europe to dealer delivery in the US.** This includes preparation of the necessary licensing and paperwork.

3. Damage to your vehicle after Drop off

In the rare event your vehicle is damaged in Europe after drop off, Audi reserves the right to return the vehicle to the US in order to repair the vehicle to factory specifications. This may result in a delay of shipment while the vehicle undergoes a required inspection and final approval from a Quality inspector. In this case your dealer will be notified of the updated shipping info for your vehicle. Any damage occurring to the vehicle during overseas shipment or after arrival at the US destination port will be handled by your dealer through the standard shipping insurance procedure.



European Delivery Customer Participation Agreement cont.

4. Vehicle Tracking:

A week after drop off, you will receive an email from our logistics vendor, IFF International. The email will include instructions on how to track your vehicle's shipping status online. The tracking website is – <http://jcars.blg.de/wps/portal/extern/exportinfo>. You will need your contract ID and VIN to log into the system. The contract ID can be found on the first page of the paperwork you will be provided at the drop off location. The document is titled "Authorization for Car Shipment" and the contract ID is in the left column. You will also receive a second email from IFF International when your vehicle clears customs.

Complimentary Accommodations:

Audi is pleased to offer a complimentary one night, one standard room hotel accommodation for you and a guest at one of Audi's participating hotels. Additional guests and children over the age of 6 will require a second room, which Audi will reserve upon request. The customer is responsible for additional charges. The program provides complimentary chauffeured transportation directly to the Forum from Franz Josef Strauss airport in Munich, from either of the two Audi recommended area hotels or the Ingolstadt Train Station. At Audi Forum Ingolstadt, you and a guest can enjoy complimentary meals and non-alcoholic beverages all day in the Market Restaurant as well as a tour of the factory and museum.

* Additional charges may apply for hotel upgrades or surcharges during the months of September and October.

Additional Information regarding driving in Europe:

Winter Months

The Federal Law in Germany requires that all drivers equip their vehicles appropriately for winter driving conditions. Although all-season tires delivered with most Audi vehicles are suited better for winter driving than the S-line performance tires, neither may provide the same level of winter-weather performance as snow tires, especially when driving through snow or ice. Other countries may have similar or more stringent laws. Please check the appropriate requirements of the country you plan on visiting before driving your vehicle. Audi AG does not provide snow tire sales, rentals or tire mounting. During winter months, Audi reserves the right to cancel or reschedule deliveries of vehicles which are not ordered with factory installed all-season tires.

Front License Plate

A front plate holder and license plate is mandatory while driving in Europe. Ingolstadt will not deliver the vehicle without a front plate. Your vehicle will be built with this option. If you would like the front license plate removed and a filler plate installed once the vehicle is shipped back to the US, the dealer will handle this process on their end upon your request as an accessory install. Any exchange parts and labor are not covered under the European Delivery program.

Navigation, Audi Connect, Sirius Radio and I-pod Cable

If you have ordered Audi Connect, on-board Navigation or Sirius radio, these options will not function while the vehicle is in Europe. The Audi Connect SIM card is installed at the US port and the system will not work with international SIM cards. The factory programming for US VINs is specific to North America. If you have ordered a navigation package, a portable GPS unit will be provided at delivery. Additionally, the I-pod cable will also be installed when the vehicle reaches the US port.

Cancellation and appointment availability policy:

The Audi Forum reserves the right to cancel or postpone deliveries based on availability at the Audi Forum Ingolstadt. In the rare event this is required, Audi will reschedule an alternate delivery date, or reroute your vehicle directly to the US for delivery. Please notify your dealer as soon as possible if there are any major changes to your delivery plans.



**2013 European Delivery Customer Participation Agreement Signature
Form**

You are in agreement with the program information and guidelines listed in the above Agreement (please print):

Dealership Name

Customer Name

Customer Street Address including City, State, Zip Code

Customer Daytime Phone Number/Mobile Phone Number

Customer Email Address

Customer Signature / Date

Please retain a copy for your records. Dealers please scan and email to europedeliveryprom@audi.com.



2013 European Delivery Dealer Participation Agreement

The intent of this agreement is to provide our Dealers with comprehensive details of the Audi European Delivery Program and to ensure an exceptional customer experience from order inception to final US delivery. For program enrollment, please review the attached Dealer Participation Agreement and submit the signed form electronically to europelandeliveryprogram@audi.com.

Vehicle Qualification:

- The following models are available through the European Delivery Program and qualify for the recommended MSRP* discount, with exception of the R8 and all RS models. The final price is determined by the dealer. Dealers will not be required to use allocation for these orders.

A4 Sedan/Allroad	up to 5% off of MSRP
S4 Sedan	up to 5% off of MSRP
A5 Coupe/Cabriolet	up to 5% off of MSRP
S5 Coupe/Cabriolet	up to 5% off of MSRP
A6/S6 Sedan	up to 5% off of MSRP
A7/S7 Sportback	up to 5% off of MSRP
A8/A8L/S8 Sedan	up to 5% off of MSRP
TT / TTS Coupe/Roadster	up to 5% off of MSRP
Q5/Q5 Hybrid	up to 5% off of MSRP
Q7/Q7 TDI	up to 5% off of MSRP
R8/R8 Spyder**	Do not qualify for discount
RS Models	Do not qualify for discount

*MSRP excludes taxes, title/documentary fees, registration, tags, Audi Dealer prep, labor and installation charges, insurance, optional equipment and accessories, certificate of compliance and non-compliance fees and finance charges.

Payment, Pricing and Program Provisions:

- Based on standard invoicing, the final selling price is determined by the dealer. Dealers will be invoiced as soon as the vehicle production is complete. Program vehicles are not eligible for bonus and margin payment. Effective January 7, 2013 dealers will not receive specific incentive reimbursement for vehicles sold through the European Delivery program. Dealer will receive 2% front end margin at time of sale in addition to bonus and noted compatible incentive.
- The European Delivery Program is compatible with AFS special APR and lease rates, Owner Loyalty and Conquest Programs (when available). The European Delivery Program is not compatible with Corporate Sales Programs.
- Marketing, Standards, Performance, or CPO Purchase Bonus do not apply to these vehicles
- Dealer agrees to submit claim for Pre-Delivery Inspection (PDI).
- Dealer will receive additional allocation for any model sold through this program
- Dealer agrees to complete Bill of Sale / Sales Contract and collect full payment including refundable Value Added Tax (VAT) from the customer when vehicle finishes production and is invoiced from Audi of America. VAT is equal to 19% of the vehicle selling price and is collected in the form of a customer hold check. Please note, the customer must accept delivery of their Audi in Ingolstadt, Germany within 60 days from the payment in full date. After 60 days the vehicle may no longer be available for European Delivery and will become dealer inventory.
- Dealer may be subject to pay Audi the full VAT if customer does not return vehicle to an authorized European drop off center within 90 days of delivery date.
- Dealer agrees to reimburse customer VAT once vehicle has been returned to an authorized drop off location in Europe.
- Dealer is responsible for reporting the vehicle prior to the delivery.



European Delivery Dealer Participation Agreement cont.

Vehicle Ordering:

- Dealer agrees to order the vehicle in AIM (similar to any other retail sale) and email the commission number and customer requested delivery date to europandeliveryprogram@audi.com. Do not send the order to the factory.
- **The 6W3 option (front plate holder) is mandatory.** Ingolstadt will not delivery the vehicle without the front plate. Orders that are received without this option will have it added. If the customer decides on the filler plate once the car is shipped back to the US, the dealer handles any further actions on their end as an accessory install. Any exchange parts and labor are not covered under the program.
- If your customer has ordered Audi Connect, on-board Navigation or Sirius radio, these options will not function while the vehicle is in Europe. The Audi Connect SIM card is installed at the US port and the system will not work with international SIM cards. The factory programming for US VINs is specific to North America. For customers who have ordered a navigation package, a portable GPS unit will be provided at delivery. Additionally, the I-pod cable will also be installed when the vehicle reaches the US port.

Required Documentation for the Customer:

- Dealer agrees to review and provide the customer with the following information:
 1. Customer Agreement (customer to sign and retain copy)
 2. Bill of Sale/Sales Contract (customer to sign and retain copy for customs clearance)

Required Documentation for Audi European Delivery Program:

- Dealer agrees to submit below information via Email to europandeliveryprogram@audi.com
 1. Copy of the signed Customer and Dealer Participation Agreement
 2. Copy of the Bill of Sale / Sales Contract
 3. Color copy of Customer passport and driver's license
 4. Copy of vehicle payment or AFS financing/lease approval
 5. Copy of 19% VAT check

Upon Vehicle Return:

- Dealer is responsible for performing Pre-Delivery Inspection (PDI) upon vehicle return.
- Dealer is responsible to license and title the vehicle in the customer name.
- Dealer agrees to accept the purchase of any retail sale made under this program (if the customer consummates the sale or not).
- Dealer is responsible for notifying customer when vehicle is ready for US delivery.

Dealer Participation:

- The authorized Audi Dealer identified below ("Dealer") agrees to participate in the Audi European Delivery Program and to comply with the Official Program Rules.
- Dealer's participation in the Program is completely voluntary and Dealer may withdraw from the Program at any time by sending written notice to Audi of America in care of Dealer's Area General Manager. In that event, however, Dealer agrees that it will continue to process, in accordance with the terms of the Program, any orders pending as of Dealer's withdrawal.



2013 European Delivery Dealer Participation Agreement Signature Form

You are in agreement with the program information and guidelines listed in the above Agreement (please print):

Dealership Name/Dealer Code

Assigned ABS

Assigned ABS Telephone/Fax Number

Assigned ABS Email Address

Authorized Dealer Representative/GSM

Authorized Dealer Representative Signature / Date

Please scan and email to eupeandeliveryprogram@audi.com

Customer Information Form

Audi
European Delivery



Please complete and return this form approximately 45 days prior to your requested delivery date. **A color copy of your Driver's License and Passport is also required. Your reservations and delivery appointment will be secured once your vehicle production is complete.**

Please scan and email to eupeandeliveryprogram@audi.com.

CUSTOMER INFORMATION

Name: Last, First

Commission #

Contact number while in Europe/Mobile number

Email address

*PARTICIPANTS

1: Name: Last, First

2: Name: Last, First

3: Name: Last, First

4: Name: Last, First

* Two persons are included in the program. Please include age, if additional participants are under 18 years of age.

TRAVEL INFORMATION

Arrival date at Munich Airport

Arrival time

Airline and Flight #

Preferred hotel

NH-Ambassador Hotel

Kempinski Airport Hotel

Check-in date

Check-out date

Room type

Single room

Double room

Other: _____

*REGISTRATION AND INSURANCE COVERAGE

Coverage registration and insurance

***15 days total (complimentary)**

Extended coverage registration and insurance requested (Check made payable to Audi of America)

30 days total (\$280)

60 days total (\$490)

90 days total (\$910)

*** Please note, insurance begins the day before delivery. Delivery day is day 2 of the policy. Drop off day is day 15.**

Delivery date + 14 days (counting delivery day as day 1) = Drop-off date

Example: Delivery March 1, 2013 = latest Drop-off date March 14, 2012 under 15 day policy

DELIVERY INFORMATION

How would you like to receive your final documents?

☐ Via Email

☐ Via Mail

Preferred delivery date*

Alternative delivery date

English Factory Tour, 11:30 AM - 1:30 PM

☐ Yes

☐ No

How many participants?

***Appointments are based on availability. Vehicle production must be complete before an appointment can be confirmed**

DROP OFF INFORMATION

It is the customer's responsibility to be aware of national holidays and not drop off on one.

Vehicle drop off date

Vehicle drop off location

NOTES (i.e. allergies, special dietary needs, special arrangements)



Drop off locations

To ensure a worry-free drop-off experience, we recommend you contact your preferred drop-off location at least 4 days prior to your requested drop off date. All locations are closed on nationally recognized holidays. It is the customer's responsibility to be aware of the national holidays and not drop off on one.

German National Holidays: 1/1, 1/6, 3/29, 4/1, 5/1, 5/9, 5/20, 5/30, 8/15, 10/3, 11/1, 12/25, 12/26, 12/31

Please remember to schedule your drop off date within the expiration date of your registration and insurance.

Drop off locations in Germany

Bremerhaven, Germany

Monday through Friday: 09:00AM - 04:00PM

Contacts:

Kathrin Ehler 49 471 482 956 71
k.ehler@blg.de
Regine Plettenberg 49 471 482 986 76
r.plettenberg@blg.de
office fax 49 471 482 956 88

BLG CarShipping GmbH & Co. KG
Grauwalling 2
27580 Bremerhaven

Duisburg, Germany

Monday through Friday: 09:00AM - 04:00PM

Contact:

Wolfgang Wellie 49 2065 962 102
w.wellie@blg.de
office fax 49 2065 962 119

BLG AutoTerminal Duisburg GmbH & Co. KG
Rotterdammer Strasse 100
47229 Duisburg-Rheinhausen

Frankfurt, Germany

Monday through Friday: 08:30AM - 04:00PM

Contacts:

Suan Jahnke s.tan-jahnke@blg.de
49 694 269 081 25
Karin Anding-Nelke a.nelke@blg.de
49 694 269 081 26
office fax 49 610 544 184

BLG AutoTransport GmbH & Co. KG
Hugo-Junkers-Str. 7
60386 Frankfurt

Hamburg, Germany

Monday through Thursday: 09:00AM - 03:30PM
Friday: 09:00AM - 03:00PM

Contacts:

Frank Schulze 49 407 527 971 61
f.schulze@blg.de
Dominic Roman 49 407 527 971 60
d.roman@blg.de
office fax 49 407 527 971 19

BLG AutoTerminal Hamburg GmbH & Co. KG
Kattwykweg 7
21107 Hamburg

Munich, Germany

Monday through Friday: 08:30AM - 04:30PM

Contacts: 49 89 416 114 600
Katrín Gaugele
Sebastiao Martins Coelho drop-off-munich@loginout.de
office fax 49 89 416 114 609

Log In Out GmbH - Airport Munich
Terminalstrasse Mitte 20
85356 Oberding / Munich

Sindelfingen, Germany

Monday through Friday: 09:00AM - 04:00PM

Contacts: 49 703 186 616 10
Salvador Simovic s.simovic@simovic-car-service.de
Tanja Hanna t.hanna@simovic-car-service.de
office fax 49 703 187 50 81

S.C.S. Simovic-Car-Service
Am Hirnach 6
71065 Sindelfingen



Drop off locations continued

Berlin, Germany

Monday through Friday: 09:00AM - 04:00PM

Contacts:

Angelique Schäfer 49 337 820 11 10
AnSchaefer@BLG.de
Falk Hoffmann 49 337 820 11 20
falk.hoffmann@blg.de
office fax 49 337 820 11 50

BLG Automotive Logistics GmbH & Co. KG
Genshagener Str. 27
14974 Ludwigsfelde

London, England

Monday through Friday: 09:00AM - 04:00PM

Contact:

James Clobberly 44 208 819 96 91
mds.londres@mdsparc.com
office fax 44 208 897 66 48

MDS London Rentalcar UK
Sipson Road, Unit 6 Sovereign Court
UB7 0JE Heathrow

Nice, France

Monday through Friday: 08:00AM - 05:00PM

Contact:

Celine Isnard 33 492 291 383
info@ttnice.com
office fax 33 493 725 180

TT Car Transit
61 Route de Grenoble
06200 Nice

Paris, France

Monday through Friday: 08:00AM - 05:00PM

Contact:

33 148 623 753
info@ttroissy.net
office fax 33 148 621 973

TT Car Transit
Airport Roissy CDG / Terminal 3, B.P. 30008
95716 Roissy CDG 2

Amsterdam, Netherlands

Monday through Friday: 07:00 - 11:30AM
12:30 - 03:00PM

Contacts:

Sabine de Jong 31 206 116 688
Sjaak Harteveld usa.desk@usamsterdam.com
office fax 31 202 011 882

USA - United Stevedoring Amsterdam
Ruijgoordweg 80, Westpoort 7989
1047 HM Amsterdam

Madrid, Spain

Monday through Friday: 09:00 - 01:00PM
03:00 - 05:00PM

Contact:

Marie-France Grueso 34 913 292 911
Pablo Medina 34 913 292 710
info@autoturistica.com
office fax 34 913 293 980

Auto Turistica Iberica
Calle Ingeniero Torres Quevedo 6
28022 Madrid



Drop off locations continued

Geneva, Switzerland	
Monday through Thursday:	08:30 - 11:30AM (F:8:30-12PM) 01:30 - 04:00PM
Contact:	
Rita Zenhausern	41 227 987 700 zenhausern@ritschard.ch
Aurore Berduraz	berduraz@ritschard.ch
office fax	41 227 986 778
Ritschard S.A. Entry No. 1, Office E21, Case postale 1061, Aerogate Fret 1211 Geneve-Aéroport	

Zurich, Switzerland	
Monday through Friday:	08:30 - 11:30AM 01:30 - 04:00PM
Contact:	
Christian Tintori	41 448 286 800 c.tintori@gondrand.ch
office fax	41 448 286 806
Gondrand Ltd. Industriestrasse 10 8152 Glattbrugg	

Vienna, Austria	
Monday through Thursday:	09:00AM - 03:30PM
Friday:	09:00AM - 02:00PM
Contacts:	
Patrizia Pucher	43 720 30 75 3462 pucher@autoservice-wien.at
Ivana Raso	43 720 30 75 3463 raso@autoservice-wien.at
office fax	43 720 30 75 3490
Autoservice Wien Assembling und Logistik GmbH Seitenhafenstrasse 15 1020 Wien	

Antwerp, Belgium	
Monday through Friday:	09:00AM - 04:00PM
Contacts:	
Chantal Willems	32 032 245 618 chantal.willems@be.rhenus.com
Sorija Chhoeung	32 047 354 14 47 sorija.chhoeung@be.rhenus.com
office fax	32 032 245 961
Rhenus Logistics Noordersingel 21 2140 Antwerp	

Italian drop off locations are not offered via the Audi European Delivery Program.
Individualized shipping quotes are available upon request through BLG. Additional charges apply.

For further information or quotes, please contact:
Martina Gruenert m.gruenert@blg.de