



European Delivery Program  
Audi of America

Dealer Resource Guide 2009



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## **Program Overview**

This Resource Guide provides a Dealer and customer overview of the Audi European delivery program. The following pages include program details and should be used as a general guide to the benefits offered as part of a delivery experience overseas.

## **Vehicle Qualification and Pricing**

The following models are available through the Audi European Delivery Program less the suggested published MSRP discount\*\*. The final selling price is determined by the dealer.

Audi A3 Models	MSRP Less 3%
Audi A4 Sedans / Avant / Cabrio Models	MSRP Less 5%
Audi A5 Models *	MSRP Less 5%
Audi A6 Models	MSRP Less 5%
Audi A8 Models	MSRP Less 5%
Audi Q5 Models	MSRP Less 5%
Audi Q7 Models	MSRP Less 5%
Audi TT / TTS Models	MSRP Less 5%
Audi S4/S5/S6/S8 Models *	MSRP Less 5%

- The Audi R8\*\* is also available through European Delivery and includes a special program offering at our exclusive plant at Audi Forum Neckarsulm. Please refer to program announcement on the European Delivery section of [www.audicorporatesales.com](http://www.audicorporatesales.com) for further details.

\*Dealers must use their allocation for the A5/S5 and R8 models.

\*\*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:**

- Dealer places new vehicle order for customer (changes to the vehicle order will not be accepted once the vehicle reaches order status 10)
- AoA recommends Dealer collects a security deposit from customer (but not required)
- 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.
  1. Customer Delivery Process
  2. Customer Drop Off Process
  3. Sequence of Events
  4. Customer Participation Agreement (*provide your customer with a copy when they sign the order*)



## Program Overview (Continued)

- Dealer orders vehicle in AIM (similar to any retail order) and emails the Commission Number to [corporatesales@audi.com](mailto:corporatesales@audi.com).
- 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.** Audi Distribution at Audi of America 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. Audi Distribution will send order to the factory.

### **2. After vehicle has finished production: (dealer notified by AoA)**

- Dealer contacts customer to complete Bill of Sale / Sales Contract and collect full vehicle payment and refundable Value Added Tax (VAT). 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).
- Customer to retain copy of Bill of Sale / Sales Contract
- Dealer scans customer's driver's license and passport
- The dealer has the customer review and sign the Customer Participation Agreement. Then faxes a signed copy to 248-754-7381, or Emails to [corporatesales@audi.com](mailto:corporatesales@audi.com), along with copies of the Bill of Sale/Sales Contract, customer IDs, and copies of the proof of payment and VAT checks.
- 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).
- Dealer applies for the program incentive via Corporate Sales website (within 60 days of sale)
- 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 will no longer be available for European Delivery and will become dealer inventory.
  - Should customer travel to Europe prior to the production of their vehicle, Dealer should inform Audi Corporate Sales European Delivery Program headquarters by sending an email to [europedeliveryprogram@audi.com](mailto:europedeliveryprogram@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.



## Program Overview (Continued)

### 3. Customer receives Confirmation and Correspondence from Audi of America:

- Within a few weeks of the vehicle order, the customer will receive a welcome letter from Audi of America confirming production week, recommended delivery dates, program information, and next steps to expect. The Dealer will also receive this letter along with a separate correspondence outlining their next steps.
- Approximately two weeks after final paperwork is completed at the Dealership, Audi of America will mail a final delivery packet to the customer including a Confirmation and Agenda, Authority for Vehicle Delivery, and the International Factory Collection Shipping Voucher.

### 4. Customer Delivery in Ingolstadt, Germany:

- To receive the Certificate of Comprehensive Insurance<sup>1</sup> 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. 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

Comprehensive Insurance Purchased	Program Price (In Euros)
Total 15-days	Complimentary
Total 30-days	200 Euros
Total 60-days	350 Euros
Total 90-days	650 Euros

<sup>1</sup>There is a € 1,000 deductible on comprehensive coverage. Allow one day for proper vehicle licensing prior to customer delivery.

- 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 providing a complete understanding of all features and benefits included with their new automobile. At Audi Forum Ingolstadt, we also welcome your customer and a guest to enjoy complimentary meals and non-alcoholic beverages at the Market Restaurant on the delivery day.



## **Program Overview (Continued)**

### **5. Vehicle Return:**

- Customers must drive their vehicles to one of our drop off locations within their specified program period depending on delivery date (a maximum of 90 days).
- Dealer reimburses customer 19% Value Added Tax (VAT) after specified drop off requirements are complete. Audi Corporate Sales to notify the Dealer when the customer has dropped off their vehicle.
- Vehicles will be routed through the “new car” 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
- 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

Please allow a minimum of 8 weeks from the date the vehicle was dropped off at an authorized drop off location in Europe until dealer delivery (pending transportation, weather, or US Customs delays).

### **Dealer Participation**

The Dealer Participation Agreement is available on the Corporate Sales website. Please review the Participation Agreement and email a signed copy to [corporatesales@audi.com](mailto:corporatesales@audi.com), keeping a copy for your reference.

### **Customer Participation**

The Customer Participation Agreement is available on the Corporate Sales website. Please review with your customer, provide them with a copy, and email a signed copy to [corporatesales@audi.com](mailto:corporatesales@audi.com). It is important to send a copy of the Customer Participation Agreement to Audi Corporate Sales so that Audi can correspond with the customer and provide them with the proper documentation and confirmation of their delivery.



## Customer Delivery Process

### Accommodations and Logistics

Audi is pleased to offer complimentary hotel accommodations (1 room/1night) and complimentary transportation from Franz Josef Strauss Airport, in Munich (MUC). The customer will be taken to the Audi Forum, or to one of three Audi recommended area hotels. Complimentary transportation to the Audi Forum Ingolstadt is also offered for those customers who choose to take delivery of their Audi the next morning.

### Taking Delivery of your New Audi in Ingolstadt

Audi Forum Ingolstadt  
D-85045 Ingolstadt  
Phone +49 (0) 841 89-37575  
Fax +49 (0) 841 89-41860

When Dialing outside of Germany, the (0) is not necessary.

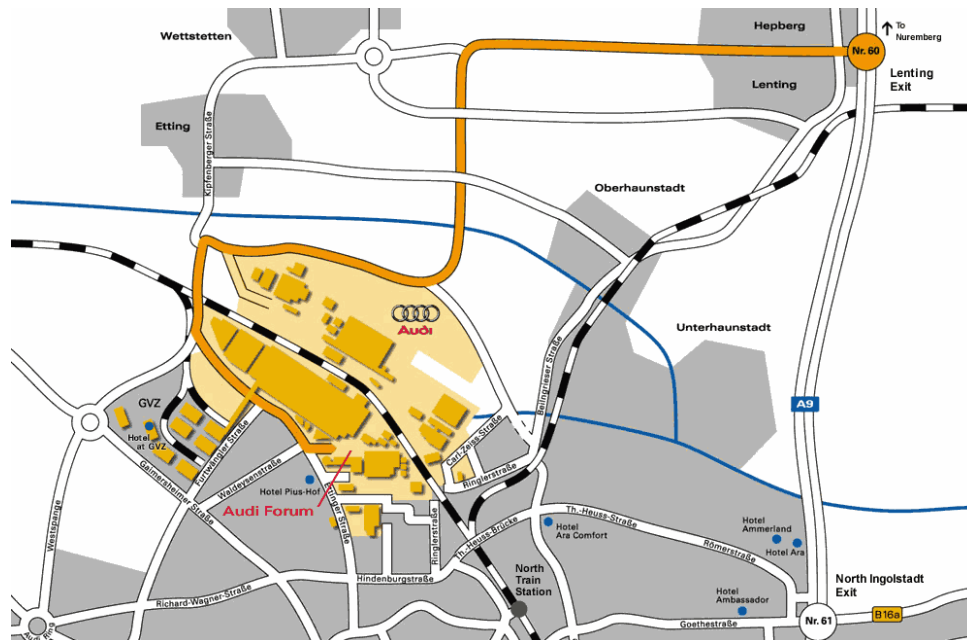
#### *Traveling by car*

A9 motorway, Munich – Nuremberg, exit at junction 60 (Lenting). Follow the Audi signs for visitors. Free parking is available for Audi customer delivery.

#### *Traveling by train*

By train to Ingolstadt Hauptbahnhof (main train station). You can reach Audi Forum Ingolstadt by bus (line 11) or taxi (approx. 5 kilometers).

Map of Audi Forum Ingolstadt





## **Customer Drop off Process**

To help take full advantage of driving your new Audi while experiencing the culture and history of Europe, Audi of America offers fourteen (14) convenient European drop-off locations at no additional cost to you.

To ensure a worry-free and safe transport back to your dealer, please schedule your vehicle drop off at least four (4) days prior to your return trip. Drop off appointments are necessary for all locations and can be made either by phone or email. Please be advised that vehicle drop offs are available Monday through Friday with varied hours of operation, so please make sure to contact your preferred office to avoid any unexpected delays. All German locations are closed on nationally recognized holidays.

It is also important to remove all personal effects and non-factory installed accessories, such as luggage, car seats, etc. before dropping off your vehicle. Personal effects may not be returned to you, and removing them from your 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 your Sales Agreement from your Audi dealer
- 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 eight weeks from drop off date for your Audi dealer to contact you regarding the arrival of your vehicle (pending transportation, weather, or US Customs delays). Your Audi Dealer will perform necessary licensing and paperwork upon vehicle return.

Additional information regarding the shipping status of your vehicle can be found at <https://eurodelivery.ehharms.com/Edts/audi>





## Drop off locations in Germany

<b>Bremerhaven, Germany</b> EH Harms GmbH & Co. Alfred Wegenerstrasse 6 D-27580 Bremerhaven	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
Contacts: Kim Bogatzki <a href="mailto:kbogatzki@mail.ehharms.de">kbogatzki@mail.ehharms.de</a> Regine Plettenberg <a href="mailto:rplettenberg@mail.ehharms.de">rplettenberg@mail.ehharms.de</a> Silka Addiks <a href="mailto:saddiks@mail.ehharms.de">saddiks@mail.ehharms.de</a> office fax	49-471-48295-671 49-471-48298-676 49-471-48295-674 49-471-48295-688

<b>Duisburg, Germany</b> EH Harms Auto-Terminal Rotterdamstr. 100 D-47229 Duisburg-Rheinhausen	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
Contact: phone: 49-02065-962-0 fax: 49-02065-962-119	

<b>Frankfurt, Germany</b> EH Harms GmbH & Co. An den Sportplätzen 8-10 D-64546 Walldorf (Morfelden)	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
Contact: Susan Jahnke <a href="mailto:sjahnke@mail.ehharms.de">sjahnke@mail.ehharms.de</a> office fax Alternate Contact: Ms. Anding-Nelke <a href="mailto:anelke@mail.ehharms.de">anelke@mail.ehharms.de</a>	49-61 05 45 86 162 49-61 05 44 184

<b>Hamburg, Germany</b> EH Harms GmbH & Co. Kattwykweg 7 D-21107 Hamburg	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
Contact: Ulrike Karstens <a href="mailto:ukarstens@mail.ehharms.de">ukarstens@mail.ehharms.de</a> office fax	49-40-75 27 97 127 49-40-75 27 97 228

<b>Munich, Germany</b> VIKASE, GmbH Robert-Boschstr. 11 D-85748 Garching Hochbrück	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
Contact: Sven Grabowski Marlene Pimenta <a href="mailto:drop-off@vikase.com">drop-off@vikase.com</a> office fax	49-89-30-760-1920 49-89-30-760-1929

<b>Sindelfingen, Germany (Stuttgart)</b> Simovic Car Service Am Hirnach 6 D-71065 Sindelfingen	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
Contact: Salvador Simovic <a href="mailto:s.simovic@simovic-car-service.de">s.simovic@simovic-car-service.de</a> office fax	49-70-31-866-1610 49-70-31-87 50 81



## Drop off locations in Europe

<b>Amsterdam, Netherlands</b> <b>United Stevedores Amsterdam-USA</b> <b>Cacaoweg 20</b> <b>Westport 7859</b> <b>1047 BM Amsterdam</b>	<b>Hours:</b> M-F 7:00AM - 3:30PM <b>Appt. necessary</b> Please call for closings
<b>Contact:</b> Jeneatte Siau <a href="mailto:usa.desk@usamsterdam.com">usa.desk@usamsterdam.com</a>	31-20 4973132 office fax 31-20 497 8272

<b>Antwerp, Belgium</b> <b>Rhenus Logistics N.V.</b> <b>c/o Mexiconatie</b> <b>Magazijn Altamira</b> Transcontinentalweg 8 B-2030 Antwerpen	<b>Hours:</b> M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Please call for closings
<b>Contacts:</b> Chantal Willems <a href="mailto:cw@rhenus.be">cw@rhenus.be</a> Charis Wallaert <a href="mailto:cwa@rheus.be">cwa@rheus.be</a> Maarten Cauwenbergh <a href="mailto:mc@rhenus.be">mc@rhenus.be</a>	32 0 3-224 56 18 32 0 3-202 43 13 32 0 3-224 56 29 office fax 32 0 3-231 83 00

<b>Geneva, Switzerland</b> <b>Ritschard SA</b> <b>Case postale 1061</b> <b>1211 Geneve 5 Aeroport</b>	<b>Hours:</b> M-Th 8:00AM - 12:00PM 1:30PM - 5:30PM Fr 8:00AM - Noon <b>Appt. necessary</b> Please contact for closings
<b>Contact:</b> Andy Stauble <a href="mailto:stauble@ritschard.ch">stauble@ritschard.ch</a>	41-22-79 87 700 office fax 41-22-79 86 778

<b>Zurich, Switzerland</b> <b>Gondrand LTD</b> <b>Industriestrasse 10</b> <b>8152 Glattbrugg</b>	<b>Hours:</b> M-F 8:30AM - 11:30AM 1:30PM - 4:00PM <b>Appt. necessary</b> Please call for closings
<b>Contact:</b> Christian Tintori <a href="mailto:c.tintori@gondrand.ch">c.tintori@gondrand.ch</a>	41-44 828 68 30 office fax 41-44 828 68 10

<b>Nice, France</b> <b>TT Car Transit</b> <b>61 rue de Grenoble</b> <b>06200 Nice</b>	<b>Hours:</b> M-F 8:00AM - 5:00PM <b>Appt. necessary</b> Please call for closings
<b>Contact:</b> Celine Isnard <a href="mailto:info@ttnice.com">info@ttnice.com</a>	33-4-92 29 13 83 office fax 33-4-93 72 51 80

<b>Paris, France</b> <b>TT Car Transit</b> <b>Airport Roissy/CDG Terminal 3</b> <b>B.P. 30008</b> <b>95716 Roissy CDG 2</b>	<b>Hours:</b> M-F 8:00AM - 5:00PM <b>Appt. necessary</b> Please call for closings
<b>Contact:</b> <a href="mailto:info@ttroissy.com">info@ttroissy.com</a>	33-1-48 62 37 53 office fax 33-1-48 62 19 73



## Additional Drop off locations in Europe

<b>Madrid, Spain</b> <b>Auto Turistica Iberica</b> <b>Calle Ingeniero Torres-</b> <b>Quevado 6</b> <b>280022 Madrid</b>	Hours: M-F 9:00AM - 1:00PM 3:00PM - 5:30PM <b>Appt. necessary</b> Please call for closings	<b>London, England</b> <b>Bournside Serevices Ltd.</b> <b>Renaissance Hotel Heathrow</b> <b>Room G022</b> Bath Road, Hounslow TW6 2AQ United Kingdom	Hours: M-F 9:00AM - 4:00PM <b>Appt. necessary</b> Closed: Please call for closings
Contact: Marie-France Grueso <a href="mailto:info@autoturistica.com">info@autoturistica.com</a> office fax	34-91-32 92 911 or 34-91-32 92 710 34-91-32 93 980	Contact: Simon Worsley <a href="mailto:sperson5@aol.com">sperson5@aol.com</a>	44-208 8976 648



## **Benefits**

### **Customer Summary of Benefits**

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

**Kempinski Hotel**

Munich, Germany

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

**Hotel Rappensberger**

Ingolstadt, Germany

[www.rappensberger.de](http://www.rappensberger.de)

**NH Ambassador**

Ingolstadt, Germany

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

Also included:

- 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
- Ground transportation of your vehicle 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

- Visit a participating Audi Dealer and place your order three to four months prior to departure.
- Within two weeks after placing your order with your Audi Dealer, Audi will mail a welcome letter confirming your vehicle production date and the approximate delivery date.
- Your vehicle will be built in approximately 60 days after your order is placed at your Audi Dealer.
- Once your vehicle finishes production, you will receive a phone call from your Audi Dealer to complete all of the final paperwork.
- Make your travel arrangements accordingly.
- You will have up to 60 days to take delivery of your new Audi.
- Approximately two weeks after you complete your final paperwork at your Audi Dealer, the final delivery documentation will be mailed to you from Audi of America. This will include the Confirmation and Agenda, Authority for Vehicle Delivery, and the International Factory Collection Shipping Voucher.
- The big day. Delivery day. The beginning of a European vacation to remember.
- Drive your Audi to one of 14 authorized drop-off locations within your specified registration and insurance period (must be within 90-Days of delivery date). After vehicle drop-off at an authorized location, your Dealer will make arrangements to reimburse 19% Value Added Tax (VAT) provided when the order was signed.
- In approximately 8-10 weeks (Pending transportation, weather, or US Customs delays) your Audi reaches the USA.
- Your Dealer will contact you to deliver the car you got to know and love in Europe.



## **Frequently Asked Questions**

### **Are special discounts are offered?**

The following Audi models qualify for the Audi European Delivery Program less the suggested discount off MSRP\* based on model line. Please see your Audi Dealer for further details. Price is determined by Dealer.

Audi A3 Models	MSRP Less 3%
Audi A4 Sedans / Avant / Cabrio Models	MSRP Less 5%
Audi A5 Models	MSRP Less 5%
Audi A6 Models	MSRP Less 5%
Audi A8 Models	MSRP Less 5%
Audi Q5 Models	MSRP Less 5%
Audi Q7 Models	MSRP Less 5%
Audi TT / TTS Models	MSRP Less 5%
Audi S4 cabrio/S6/S8 Models	MSRP Less 5%
Audi A5/S5 Models **	MSRP Less 5%

- The Audi R8\*\* is also available through European Delivery and includes a special program offering at our exclusive plant at Audi Forum Neckarsulm. Please refer to program announcement on the European Delivery section of [www.audicorpratesales.com](http://www.audicorpratesales.com) for further details.

\*\*Dealers must use their allocation for the A5/S5 and R8 models.

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.

### **Do vehicle purchases and leases qualify?**

Standard lease and APR finance rates apply through Audi Financial Services.

### **Will Audi provide warranty coverage in Europe?**

All Audi vehicles are covered by a special 4-Year / 50,000 mile warranty coverage. When your car is shipped home, your warranty coverage will be the same as all other Audi vehicles sold in the United States.

### **Will Audi provide Insurance Coverage, Export License Plates, Vehicle Registration in Europe?**

Complimentary Comprehensive insurance<sup>1</sup> and export license plates are provided for 15 days by Audi. A Certificate of Insurance and vehicle registration will be provided upon vehicle delivery in Ingolstadt, Germany. The customer will be responsible for purchasing additional insurance coverage and export license plates beyond 15-days. If customer wishes to purchase additional insurance coverage and extend the expiration of export license plates, arrangements can be made available for up to 90-days.

Comprehensive Insurance Purchased	Program Price (In Euros)
15-days	Complimentary
30-days	200 Euros
60-days	350 Euros
90-days	650 Euros

<sup>1</sup>There is a 1,000 € deductible on comprehensive coverage. Allow one day for proper vehicle licensing prior to customer delivery.



**When do I have to begin covering my new Audi under my name with my own insurance policy?**

Although Audi will provide comprehensive insurance coverage on your vehicle for 15 days while in Europe, it is our recommendation to contact your insurance agent at the time your order is placed at your Audi Dealer.

**Does Audi offer Complimentary Accommodations?**

Audi is also pleased to offer a one room, one night, complimentary hotel accommodation for you and a guest. The program provides complimentary chauffeured transportation directly to the Forum from Franz Josef Strauss airport in Munich, or if you prefer, to one of three Audi recommended area hotels. Complimentary hotel transportation will also be provided for those guests who have scheduled delivery for the following morning. 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 guided tour of our factory and self guided museum tour.

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

**Where and when can I take delivery of my new Audi?**

At the Customer Center of Audi Forum Ingolstadt within 60-days from the date that final payment is made at your participating Audi Dealer.

**Can I have a relative take delivery of my Audi for me?**

The purchaser must take delivery of their vehicle.

**Whom shall I contact for additional information about the Audi European Delivery Program?**

Your participating Audi Dealer will be pleased to assist you or you can visit [www.audiusa.com](http://www.audiusa.com), Experience, European Delivery for answers to your questions.

**How can I learn more about the fascinating Audi Forum Ingolstadt?**

Experience the flair of Audi authentically at Audi Forum Ingolstadt where you first take a 90 minute guided tour of our factory and a self guided tour through our world famous historical museum. This is when you will experience a vivid insight into Audi's philosophy, views and heritage. Thereafter, you will have a professional "walk around" of your new Audi and you will learn how to operate your new vehicle and get a complete understanding of all features and benefits included with this incredible automobile. This is a fascinating brand experience and not only for car enthusiasts. Get to know every aspect of the Audi brand at the main plant at Audi Forum Ingolstadt by visiting [www.audi.com/forums](http://www.audi.com/forums).



### **When and where can I drop off my Audi for transport home?**

Your new Audi must be driven to one of 14 authorized locations throughout Europe for drop off within the temporary registration period of your vehicle (maximum of 90 days). You may drop off your Audi at any one of our 14 authorized locations throughout Europe. Simply drive your Audi to the location of your choice within 90-Days from the date you take delivery of your Audi in Ingolstadt, Germany. Our agent will complete a Shipment Order Form with you and then take care of all the handling procedures for you.

Your vehicle will be shipped to your ordering dealer. Port handling, drop off fees, ocean freight, marine insurance, and port brokerage are covered by Audi of America.

You can drop off your Audi on any weekday before your journey comes to a close. Please note appointments are required and there are no deliveries or drop offs on weekends or nationally recognized European holidays.

#### German Drop off Locations

- Bremerhaven
- Duisburg
- Frankfurt
- Hamburg
- Munich
- Sindelfingen (Stuttgart)

#### Additional Drop off Locations in Europe

- Amsterdam, Netherlands – United Stevending Amsterdam
- Antwerp, Belgium – A. Hartrodt Co.
- Geneva, Switzerland – Ritschard SA
- Zurich, Switzerland – Gondrand LTD.
- Nice, France – TT Car Transit
- Paris, France – TT Car Transit
- Madrid, Spain
- London, England – Bourneside Services Ltd

### **What documentation will be required at vehicle drop off?**

It is important to have a copy of your Certificate of Insurance, Vehicle Registration with Vehicle Sales Agreement, Passport, Driver's License, and Social Security number available for customs clearance to prevent shipping delays.

### **What do I need to be made aware of at vehicle drop off?**

Vehicles containing personal effects, such as accessories not installed by the factory, luggage, car seats, etc. must be removed from your vehicle at time of drop off or they may not be returned to you. Removing personal effects from your vehicle will help avoid delays and additional costs that may incur as a result of these delays. Only the spare tire, jack, and tools are shipped with the car.

### **What if my car is damaged in shipment from Europe to the United States?**

The purchase price of your Audi includes all transportation and Marine insurance





**How soon will my Audi vehicle be available for pick up in the United States?**

From the time you drop off your vehicle at an authorized location in Europe, please allow approximately eight (8) weeks or more (pending transportation, weather, or US Customs delays) for your Audi dealer to arrange for delivery. This includes preparation of the necessary licensing and paperwork. You may track the shipping status of your vehicle at the following website: <https://eurodelivery.ehharms.com/Edts/audi>

**Whom shall I contact for Roadside Assistance support while traveling in Europe?**

If you ever find yourself in a situation on the road where you need help, Audi Roadside Assistance is just a phone call away. In fact, our customer support network is ready to help you 24/7. Simply call the toll-free number +49 800-2834 44533 for roadside assistance in Germany and our Roadside Assistance Center will send a service vehicle on its way. From other countries call +49-1802 28 34 73 for roadside assistance.

Our Roadside Assistance Center is also available to assist you if you have questions of a general nature, such as help changing a tire, programming a clock, trip routing or technical questions.