



Frequently asked questions

How does the Audi European Delivery program work?

When you purchase a custom-built Audi for European Delivery, you will have the wonderful opportunity to experience the vibrant spirit of Audi and its heritage in its home country of Germany.

Your Audi will be waiting for you at the Audi Forum Ingolstadt or Audi Forum Neckarsulm, where you will receive detailed insight into Audi's philosophy, views and history through a guided tour of Audi's factory and museum. Please note both factories are closed for general maintenance during the month of August. Factory tours will not be available during this time.

Costs: All of the following costs are covered as long as you drop off your vehicle at an approved Audi drop off location (for its return to the US) within 90 days of its original delivery to the Audi factory in Ingolstadt.

Eligibility: All special order (not pre-built) Audi models that are sold in the US are eligible for the program. The purchaser must be at least 18 years of age and have a permanent residence in the U.S., a valid passport, a valid U.S. driver's license and a social security number.

Which Audi models are available through this program?

The following models are available through the European Delivery Program and qualify for the MSRP* discount, with exception of the R8 and all RS models. The final price is determined by the dealer.

A3 Sedan/Cabriolet	5% off of MSRP
A3 Sedan TDI	5% off of MSRP
S3 Sedan	5% off of MSRP
Q3	5% off of MSRP
A4 Sedan/allroad	5% off of MSRP
S4 Sedan	5% off of MSRP
A5 Coupe/Cabriolet	5% off of MSRP
S5 Coupe/Cabriolet	5% off of MSRP
A6/A6 TDI	5% off of MSRP
S6 Sedan	5% off of MSRP
A7/A7 TDI	5% off of MSRP
S7	5% off of MSRP
A8/A8L/A8 TDI	5% off of MSRP
S8 Sedan	5% off of MSRP
TT/TTS Coupe/Roadster	5% off of MSRP
Q5/Q5 Hybrid/Q5 TDI	5% off of MSRP
SQ5	5% off of MSRP
Q7/Q7 TDI	5% off of MSRP
R8/R8 Spyder*	Do not qualify for discount
RS Models	Do not qualify for discount

The Audi R8 is available for delivery at our exclusive Audi Forum Neckarsulm.

*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

What is included in the program?

Audi is pleased to offer the following amenities and services to our participants in the European Delivery Program at no additional charge:

- Transportation from Franz Josef Strauss Airport (MUC), in Munich. The customer will be taken to the Audi Forum or to either of our two 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.
- Transportation From Flughafen Frankfurt Airport (FRA), in Frankfurt. The customer will be taken to the Audi Forum or to the Audi recommended area hotel. Complimentary transportation to the Audi Forum Neckarsulm is also offered for those customers who choose to take delivery of their Audi the next morning
- Hotel accommodations at either of our Audi featured hotels for you and a guest for one night (one standard room), with transportation in the morning to the Audi Forum Ingolstadt or Audi Forum Neckarsulm.
- Fifteen days of auto insurance...Please note your vehicle will be insured the day before delivery making delivery day two of your policy.
- A full day of meals on your delivery day at the Audi Forum Ingolstadt's Market Restaurant or Nuvolari Restaurant in Neckarsulm.
- A 2-hour guided tour of our factory in Ingolstadt (not available in August) and a self-guided tour of the Audi museum. In Neckarsulm you will receive an individualized factory tour (not available in August).
- Both locations also have an Audi Shop, where you will find everything you might want to further enhance your Audi driving experience. Attractive clothing, upmarket lifestyle articles and Genuine Accessories to browse, touch and try on.

All of the following fees are covered:

- Chauffeured transportation from the airport and/or hotel to the Audi Forum
- One room, one night accommodations at Audi recommended area hotels
- Meals throughout the day of your delivery
- Factory and museum tour
- Storage and terminal handling fees
- Drop-off locations
- European and US wharf charges
- Ocean shipping and marine insurance
- Customs duty and clearance
- Ground transportation to the port of Emden

Which hotels are included in the European Delivery program?

Below are the hotels that host our European Delivery customers:

- Hilton Munich Airport
- NH Ambassador Ingolstadt, Ingolstadt
- Hotel Nestor, Neckarsulm

What are the available dates and hours for delivery pickup and factory tours?

The Audi Forum Ingolstadt and Audi Forum Neckarsulm are open for vehicle deliveries Monday - Friday. At the Audi Forum Ingolstadt, the delivery process takes about 1 hour 15 min. The English-language factory tour takes approx. 2 hours. At the Audi Forum Neckarsulm, the entire delivery process (delivery and factory tour) takes approx. 4 hours. The Ingolstadt English-language factory tour takes place at 11:30 AM - 2:30 PM Monday - Friday. Please note both factories are closed for general maintenance during the month of August. Factory tours will not be available during this time.

The Audi Forum Ingolstadt and Audi Forum Neckarsulm are closed on all German National Holidays. Please find the dates of upcoming closures below. The following dates are subject to change and additional dates will be added to reflect the holiday season schedule and any unexpected closures.

- **December 15 - January 13:** Ingolstadt Factory closed for tours
- **December 20 - January 7:** Forum is closed
- **January 8:** Forum reopens for deliveries and factory tours
- **January 12:** Forum closed for deliveries and factory tours
- **January 13:** Forum closed for deliveries and factory tours
- **March 7-10:** Forum closed for deliveries and museum closed
- **April 3:** Forum closed for deliveries and factory tours
- **April 6:** Forum closed for deliveries and factory tours
- **May 1:** Forum closed for deliveries and factory tours
- **May 14:** Forum closed for deliveries and factory tours
- **May 15:** Forum closed for deliveries and factory tours
- **May 25:** Forum closed for deliveries and factory tours
- **May 25-June 5:** Ingolstadt Factory closed for tours
- **June 4:** Forum closed for deliveries and factory tours
- **June 5:** Forum closed for deliveries and factory tours
- **August 3-28:** Ingolstadt Factory closed for tours
- **November 1:** Winter tire regulations are in effect, cannot take delivery of vehicles with summer/performance tires
- **November 1:** Forum closed for deliveries and factory tours
- **December 25:** Forum closed for deliveries and factory tours
- **December 31:** Forum closed for deliveries and factory tours

Please find the Forum's contact information below:

Audi Forum Ingolstadt

Within Germany: 0800 2 83 44 44

From abroad: +49 841 89 37575

Email: welcome@audi.de

http://pre-origin-www2.audi.com/content/com/brand/en/models/car_delivery/ingolstadt.html

Audi Forum Neckarsulm

Within Germany: 0841 89 45 730

From abroad: +49 841 89 45 730

Email: welcome@audi.de

http://pre-origin-www2.audi.com/content/com/brand/en/models/car_delivery/neckarsulm.html

What are the payment terms for the program?

Audi provides comprehensive insurance and export license plates at no cost to you for your first 15 days of travel in Europe. When you receive your vehicle in Ingolstadt or Neckarsulm, Germany, we will also provide a certificate of insurance and vehicle registration. Your vehicle will be registered and insured the day before your delivery. Delivery day will be day two of your insurance policy.

The 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, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom.

Please note that you're responsible for extending your insurance coverage and export license plates beyond 15 days. To extend your coverage, please contact Audi European Delivery Headquarters at europandeliveryprogram@audi.com.

Vehicle insurance deductible:

There is a €1,000 deductible on the vehicle insurance. This insurance does not cover theft or damage to personal belongings, including all nonautomotive articles. Therefore, we recommend that you purchase additional travel insurance.

The insurance pricing is as follows:

- **15 days:** Complimentary
- **30 days:** \$280.00
- **60 days:** \$490.00
- **90 days:** \$910.00

Audi Roadside Assistance: Roadside Assistance is available to European Delivery customers 24 hours a day, 7 days a week. Please call the toll-free number 0841 89 39727 for roadside assistance in Germany. From other countries call +49 84189 39727

When will my value added tax (VAT) be reimbursed?

If your dealer collects payment for the value added tax, they will refund your payment after confirming that the vehicle has been dropped off within 90 days of its delivery date. If your travel exceeds 90 days, your VAT will not be refunded and return shipping benefits will not be offered. Some dealers may choose to hold your VAT check and destroy it after the vehicle is returned within 90 days.

When you agree to purchase your vehicle at the European Delivery Program price established by a participating Audi Dealer, you also agree to return your vehicle to an authorized Audi drop-off location within 90 days of its delivery date in Ingolstadt.

What is the general schedule for the program?

3-4 months before your requested delivery date

Visit your Audi dealer to configure your car and place your European Delivery order. Your requested delivery date is a tentative date at this time; it will be confirmed approximately 4-6 weeks before your requested date when your vehicle is built. We recommend waiting to finalizing travel plans until your vehicle is built.

2 weeks after your order has been placed

The European Delivery Team will send you a welcome kit, which includes your estimated vehicle production date and the next steps.

4-6 weeks prior to your requested delivery date

Your vehicle will complete production and your US Dealer will notify you, inviting you back to the dealership to finalize the sale.

2 weeks prior to your requested delivery date

Once all necessary documents are received, the European Delivery Program will send you your personalized delivery day agenda, authorization for vehicle delivery at the Audi Forum and your drop off voucher. These are the final documents needed from Audi before your journey and are necessary to take delivery and to drop off your vehicle.

* All times are approximate.

What documentation will I need to pick up my vehicle?

To pick up your vehicle in Ingolstadt, you will need to have the following information:

1. Passport (as photo identification)
2. Authorization for vehicle delivery form (included with final forms)

Note: The vehicle must be picked up by the purchaser.

Where is Audi Forum Ingolstadt located and how can I get there by train or car?

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

Please note:

*The (0) is only necessary when dialing within Germany

*Deliveries not available on weekends or national holidays.

Audi offers complimentary transportation to the Audi Forum Ingolstadt from one of our recommended hotels. However, if you would like to arrive on your own, directions are as follows:

By car

Take the A9 motorway from Munich toward Nuremberg. Exit at Junction 60 (Lenting). Follow the Audi signs for visitors. Free parking is available for Audi customer delivery.

By train

Travel by train to Ingolstadt Hauptbahnhof (Ingolstadt Central Station). You can reach Audi Forum Ingolstadt by bus (line 11) or taxi (approximately five kilometers).

Are toll stickers required in Europe?

Toll stickers are required on all vehicles on highways in Italy, Switzerland, and Austria. They can be purchased at gasoline stations in Italy, Switzerland, and Austria and at the borders. Authorities in both countries fine heavily for non-compliance with these regulations. In Germany, toll stickers are referred to as "Vignetten," and in Italy as "Vignetta."

Will a safety vest and first-aid kit be provided?

All cars must carry a reflective safety vest, first-aid kit and warning triangle. All of these items will be provided when you collect your vehicle from the delivery center.

Can you recommend any tourist attractions to visit?

Please visit [travelnotes.org](http://www.travelnotes.org), <http://www.travelnotes.org/Europe> to learn about the wonderful range of attractions that Europe offers. Discover the thrill of driving the Autobahn through the Bavarian Alps - find the best routes, restaurants, festivals and much more.

Can I participate in the factory and museum tours even if I'm not part of the program?

Yes. The Ingolstadt tour offers English-language factory tours Monday - Friday at 11:30 a.m. For availability and reservations, please call or email the Forum directly. The Audi Museum Mobile is open daily for visits from 9:00 a.m. - 6:00 p.m. Please note the factory is closed for general maintenance during the month of August. Factory tours will not be available during this time.

Audi Forum Ingolstadt
Within Germany: 0800 2 83 44 44
From abroad: +49 841 89 37575
Email: welcome@audi.de

Yes. The Neckarsulm tours take place on production days, from Monday to Friday by appointment. There are no factory tours on Saturdays or non-production days. Please note the factory is closed for general maintenance during the month of August. Factory tours will not be available during this time.

Audi Forum Neckarsulm
Within Germany: 0841 89 37575
From abroad: +49 (0) 841 89-37575
Email: welcome@audi.de

I'll be visiting Europe during the winter. What should I know?

If you're coming to Germany in the winter, please note the law requires all drivers to equip their vehicles accordingly. Although the all-season tires on most Audi vehicles are better suited for winter driving than the S-line performance tires, snow tires provide the highest level of winter driving safety and performance - especially when driving on snow or ice*.

Other countries may have similar or more stringent laws. Before driving your vehicle, be sure to check the appropriate requirements of the country (or countries) that you plan to visit.

Due to winter tire regulations, the Audi Forums will not delivery vehicles with summer tires from November 1 - April 15 & Audi of America also reserves the right to cancel or postpone vehicle deliveries in Ingolstadt or Neckarsulm as a result of weather and driving conditions.

* Please see our customer release form for winter driving.

How does the European drop-off process work?

When you're ready to return to the US, please drop your vehicle off at one of 17 drop off locations for shipment back to the US. Allow 30-45 minutes to complete the drop off process.

To ensure that you have a safe and worry-free trip to your location, please schedule your drop-off at least 4 days in advance. Drop-off appointments are necessary for all locations and can be made by phone or email.

Vehicle drop-offs are available Monday through Friday; hours of operation vary by location. All locations are closed on nationally recognized holidays (according to your country of drop-off). Please plan to drop off on a non-holiday and within the location's hours of operation. Note that you must drop off your vehicle before your temporary registration and insurance forms expire. Unfortunately, insurance and registration expiration dates cannot be extended once they have been issued.

Before you drop off your vehicle

- Be sure to remove all personal items and non-factory-installed accessories, such as luggage and car seats, from your vehicle. Removing them in advance can help avoid possible delays and additional costs from US Customs.
- Personal items will not be returned to you. Only the original spare tire, jack, and tools are shipped with the vehicle.
- Make sure exterior is washed and dirt free. A clean vehicle is required for inspection.
- To allow for a quick process, please have a fuel reserve of at least a minimum.

Checking in your vehicle

- You'll be required to initial a drop-off report that describes your vehicle's condition. Minor paint scratches or chips that occur prior to US delivery are considered normal wear and tear (as a result of the vehicle being street-driven on its way to the US). Only one key needs to be returned with the vehicle. Please hold on to your spare.

What information do I need to drop off my vehicle?

- Your address, phone number and email address
- Your passport (which serves as your photo ID) and 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

How long will it be before my vehicle arrives in the US?

Please allow a minimum of 11-13 weeks from drop off date to the US dealer delivery (pending transportation, weather, or US Customs delays). Your Audi Dealer will perform necessary licensing and paperwork upon vehicle return.

Will a navigation system be provided?

Portable GPS loaner units are provided upon delivery of the vehicle. The portable units will be left with the agent at the selected drop off location.

What will not be included or working on my vehicle?

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. A portable GPS unit will be provided at delivery. Additionally, the iPod cable will also be installed when the vehicle reaches the US port.

If you have ordered a trailer hitch package, the hitch will not be available for use while in Europe as this is a US Port installed item. Q5 roof racks will be delivered with the vehicle. Please note this will impede luggage space if you do not wish to install them.

Will I be charged an export vehicle tax?

The German state imposes a tax on export vehicles in Germany. You will not need to pay this tax upon signing the Customer Vehicle Tax Agreement sent in your Welcome Kit. Audi will be responsible for paying the tax.