Inspection and Certification Checklist

Dealership User Guide
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. The checklist cover and original copy should be included in the file at the dealership.
Best Practices

Using 300+ Point Checklist
Your checklist arrives in duplicate on three separate pages in a resourceful cover. The grey cover serves as a backing to assist in the added pressure needed when writing in duplicate as well as providing necessary space for taking notes. There is a vehicle diagram to note exterior damage; the version on the actual checklist should be left untouched to represent the clean unblemished vehicle for delivery. Please use the diagram on the outside of the grey folder to note any blemishes that were corrected during the reconditioning process as a record for the dealership. Please be sure to fill the checklist in a legible and professional manner as your customer receives a copy. It may be necessary to have a Sales Administrator create the customer’s version to keep it clean and legible. The customer receives the bottom copy.

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 cover 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 (referred to as 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 request. The vehicle must be registered in VCAS to show up on Audi.ca as a “Certified Pre-Owned”. You will not be charged for the warranty until the vehicle has been registered as sold.
1. Vehicle Information

Section 1.1: 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’s name

**Dealer Number:** Your dealer code

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

**Year:** Vehicle model year

**Audi 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

**Tech Code:** Your Audi Technician code

**Repair Order Number:** Obtained from the Service Manager or Warranty Administrator
Section 1.2: Audi Achtungs (Stops!)

Be sure to review this section carefully when completing the Audi Certified Pre-Owned 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 $3000 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 five model years old or newer with no more than 112,000km?  
The oldest model year will drop off on December 31st of each year. Currently (in 2019), the applicable models are 2014, 2015, 2016, 2017, 2018 and 2019. Each year on the 1st of September the newest model year is added into the VCAS system. For example, on Sept. 1st 2019 model year 2020 will be added to the VCAS system. This means you are unable to sell the new model year as a CPO until after the 1st of September (it is rare that a new model year would meet the requirements before this).

Another important note to keep in mind is that the maximum warranty coverage for any vehicle is 6 years from the original in-service date. This means that the oldest model year vehicles will have shortened warranty coverage based on time as the year goes on. For example, in 2019 a model year 2014 vehicle that went into service in October 2013 will only be covered until October 2019, less than the full two years.

Is the vehicle free from current or evidence of past after-market modifications?  
This includes but is not limited to the following: chassis, 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?  
Perform a Specified/Actual Comparison test with the appropriate VAS tool (tool must have an active internet connection) ensuring all vehicle software is current and no tuning modifications exist. Afterwards, check ElsaWeb for any Warranty Keys indicating aftermarket modifications. Should any exist, stop and notify dealer management immediately as the vehicle is not eligible for certification. Audi Canada recommends that all aftermarket window tint is removed from the vehicle before it is re-sold as a CPO.

Is it certain the vehicle does not have an extensive or unreasonable service history?  
Review ElsaWeb 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 Pre-Owned 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 1.3: Pre-work

Perform this section of the inspection in a Service bay. Attach exhaust hose and start vehicle engine 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) 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 2500km 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.

Run diagnostic test with appropriate VAS tester.
Correct any faults during inspection. Check for any trouble codes.

Run battery load test with appropriate tester.
Replace the battery if it fails the test.

Print all diagnostic results and place copy in the vehicle file.
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.

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 Elsaweb 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 1.4: Determination

In your opinion, is this vehicle a good candidate to become Certified Pre-Owned?
As an authorized Audi technician, determine if this vehicle qualifies to be enrolled in the CPO 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.

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. Interior of the Vehicle

Section 2.1: Front Interior

All three keys (two main and one emergency/mechanical)
All three keys (includes one 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. The keys are not damaged or extremely worn.

Warning lights and messages (ABS, airbags, O₂ 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 Switch
Activate the switch. The hazard lights are functioning properly. If not, take the necessary steps to confirm proper function.

Dash/Console Switches
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’s Side Airbag
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.

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

Trunk/Tailgate Release
The trunk release button must be free from damage and must release the trunk when pressed.

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
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
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.
MMI Controller Buttons
The MMI controller buttons will function freely and not stick. The dials will turn and click properly and all operating buttons are clean and undamaged.

Section 2.2: 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.
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 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 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.

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. The seat cushion is still comfortable and not worn out.
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.

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 2.3: 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 floor mat. Replace all damaged or aftermarket floor mats with OEM mats only.

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.

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.

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.

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

Rear Ashtray in Center
The ashtray opens and closes. It is 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
Confirm that the child seat tethers are free from damage of any kind and will secure a child seat safely.
Section 2.4: 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 floor mat. Replace all damaged and aftermarket mats with OEM mats only.

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.

Right Rear Headrest, Headrest Release, and Headliner
Each item has been inspected and is free from any damage. They are present and operating properly.

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 2.5: 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.

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.

Right Front Airbags
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.

Dust and Pollen Filter (HEPA)
The filter and intake will be free from excess dirt or debris. Remove the dirt or replace as needed. Perform scheduled maintenance as per the guidelines – use ONLY OEM filters

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. There will be no burns, tears/holes, salt stains, curling or excessive wear. Replace all damaged and aftermarket mats with OEM mats only.

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.
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.

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.
3. Exterior of Vehicle

Section 3.1: 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.

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.

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 Lights
Where applicable, the fog 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.

Lower Right Fascia Grill
Inspect the grill and verify that it is present and is free from any damage.

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.

Lower Left Fascia Grill
Inspect the grill and verify that it is present and is free from any damage.

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.

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.

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”).

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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 FOBs are present. If not, order appropriately. Ensure that all buttons on both 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/Rain Sensors
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. The vehicle rain sensors are able to sense moisture and adjust the headlights to the appropriate speed level for the amount of moisture.
Section 3.2: 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.

Left Front Side Turn Indicator Light
Lens must be damage free and the light is functional.

Left A-pillar
The A-pillar is 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 and Glass
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.

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.

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 necessary, replace with OEM glass. 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.
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.

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)

Left B-Pillar
Look over the B-pillar for cracks, dents or damage. The pillar and welds will exhibit complete integrity.
Section 3.3: 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.

Left Rear Door Side Moulding
The molding is secure and free from damage.

Left 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.

Left Rear Door Window Trim and Mouldings
Trim is secure and free from dents or visual damage.

Left Rear Door Window Glass
The glass is free from scratches, cracks and damage. If necessary replace with OEM glass. Confirm that the glass has proper fit and seal.

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.

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
The glass is free from scratches, cracks or damage. If necessary, replace with OEM glass. The window will properly function 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.

Section 3.4: Rear Exterior

Rear End and Tailgate Paint
The rear end of the vehicle is free from dents, scrapes or damage.

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
The glass is free from damage and is securely in place. If replacement is necessary, use only OEM glass.

Rear Window Defrost Element
The element on the glass has been reviewed for damage and proper functionality
Rear Camera (if equipped)
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, Hold-Down Latches and Net
The covers are in place and must operate properly. On vehicles that are equipped with a cargo net confirm that the net is in good clean working condition and that it is attached to the tie-down points.

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.

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 at the correct speeds. Refer to the vehicle Owner’s Manual for confirmation of the correct activation speed.
Section 3.5: 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.

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)
The glass is free from scratches, cracks or damage. If necessary, replace with OEM glass. The window will properly function 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.

Right Rear Door Window Trim and Mouldings
The fasteners or adhesives on the upper and lower trim are not loose. This is especially important with the body trim and rocker panel area.

Right Rear Door Window Glass
The glass is free from scratches, cracks and damage. If necessary replace with OEM glass. Confirm that the glass has proper fit and seal.

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.

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.

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 3.6: Right Front Exterior

Right B-Pillar
Look over the B-pillar for 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.

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.
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).

Right Front Window Trim and Mouldings
The trim is secure and free from any dents or visual damage.

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.

Right A-Pillar
The A-pillar is free from cracks, dents or damage. The pillar and welds should exhibit complete integrity.

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.
Section 3.7: 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 etc. 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.

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.

4. Engine Compartment

Section 4.1: Engine

Under hood insulation
The insulation must fit snug and all fasteners are holding material firmly to the underside of the hood. The cowel 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.

Power Steering, Engine Oil and Washer Reservoir Caps
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.

Electronic Power Control (EPC)
Be sure to inspect the throttle by wire housing to confirm proper operation.

Air Filter - Check for Oil
Open the air box and pull the filter. If the filter is dirty it must be replaced otherwise follow the scheduled maintenance guidelines. Check the oil for an indication of blow back issues. 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.

Timing Belt/Chain
Inspect the timing belt especially on vehicles with between 80,000 and 112,000 kilometers. Follow the scheduled maintenance guidelines closely. The timing belt is changed if there is visible wear or if it was not completed under a scheduled maintenance.

Power Steering Pump/Hoses
The pump housing has been inspected for leaks. Also check the high pressure hydraulic hose to rack for any evidence of leaking.

Power Steering Fluid Level
The power steering fluid has been topped up to the appropriate level.

Windshield Washer Fluid Level
Review the reservoir and fluid supply line. The fluid has been topped up with approved washer solvent.
Check All Hoses for Air/Vacuum and Fluid Leaks
The engine compartment has been checked for fluid leaks and concerns have been noted. Identify the origin of any leak and proceed with the necessary action to repair (check the belly pan to find and trace leaks).

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 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.

If the vehicle is within 2,500km to requiring its next scheduled maintenance, complete this while the vehicle is in the shop. It is a hassle for a customer to have to come back after only a short time with the vehicle for maintenance.

Section 4.2: 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
The cooling fans have been inspected for proper engagement and function
Cooling Fan Motor
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.

Test Coolant for Protection Temperature
A hydrometer was used to ensure the proper coolant concentration and freezing point. Record the value.

Section 4.3: 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 4.4: Electrical System

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.

Alternator Charging (Warning Light)
The instrument panel will be displaying the battery symbol if the vehicle is not properly charging. Correct the issue as necessary.

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 4.5: 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.

5. Road Test

Section 5.1: 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/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 DVDs/CDs
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.

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
The sub-frames are free from damage of any kind.

Front Side Aprons
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.
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.

Section 6.3: Transmission/Differential/Transaxle

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.

Transmission Fluid Level and Condition
Perform a transmission service if appropriate. Ensure that the fluid level is to specification.

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 tires 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
Only tires from manufacturers approved through Audi Canada’s National Account are acceptable. The Parts department will have the most up-to-date list of approved manufacturers. The tires must be the appropriate size and specification. They must be four matching tires (ideally the same brand of tires that were on the vehicle when it was delivered new) and they must be free from any damage (including the spare). Winter tires should be removed unless it is winter and summer/all-season tires should also be provided. If the vehicle was originally equipped with run-flat tires and the tires require replacement, please replace with new run-flats as the vehicle will not be equipped with a spot for a spare.

Tread Depth
The tires must meet the minimum 3.9mm (5/32”). Record the actual tread depth for EACH tire on the box on the inspection checklist.

Pressure
Tires must be filled to the recommended tire pressure indicated on the door sill or B-pillar. Record the tire pressure for EACH tire on the chart on the inspection sheet.
Size
Tires must be the correct size and the same as the size that was on the original vehicle. Record the sizes on the chart on the inspection checklist.

Speed and Load Rating
Tires must meet the recommended speed and load ratings for the vehicle. Record these numbers on the chart.

Section 6.5: Brakes

Parking Brake Cable and Connection Tension
The parking brake cable is mounted securely under the vehicle and is free of damage from lifts, road hazards and corrosion. The tension is adjusted as necessary.

Brake Calipers and Hoses
The calipers have been checked for seizing and damage. They are securely mounted. The hoses are set tight and are free from damage.
Brake Pad
Only OEM brake pads are acceptable. The brake pads must have a minimum of 50 percent of friction material remaining. Refer to the service manual or ELSA WEB for pad and rotor measurements. Record the pad and rotor thickness on the inspection checklist chart.

Electro-mechanical Brake
Wiring to the caliper are undamaged and secured. There is no foreign matter present and the caliper is undamaged. Check for proper functionality.

Section 6.6: 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. 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.

Appearance Standards for Proper Reconditioning

Make sure that the vehicle has been thoroughly cleaned before it is made available for test drives.

Exterior
The exterior of the vehicle is free from dents, parking dings, or scratches on all surface areas of the vehicle. All paint chips that penetrate the base paint or exceed 0.6 cm (¼”) have been repaired.

Paintless Dent Repair
Use the paintless dent removal process for minor body and door dings (aluminum body panels are not applicable to this process).

Scratches
Scratches that are through the clearcoat and basecoat will be repaired. Light scratches that do not penetrate the basecoat can be wet sanded. Scratches that are more than 2.5 cm (1”) or scratches that have penetrated the clear coat and base coat will be repaired.

Interior
Damaged interior components such as center consoles, glove boxes, ashtrays etc. are repaired if not in proper working order. Burns, tears, and stains should also be repaired by a qualified repair technician. Any missing items are replaced i.e. key FOB, cargo covers etc.

Paint and Body
Paint should be consistent in texture and colour. Orange peel and fish eyes from paint repair should be addressed. Remove and buff all paint transfer. The body must be free from all frame damage or excessive collision damage.

Excessive Collision Damage
Providing vehicles that deliver exceptional performance and high quality are important to the Audi brand. Metal panels that are misaligned or have a wave like appearance, mismatched paint or having finish inconsistencies, damaged flanges, broken spot welds, deformities in sheet metal, structural damage are all signs of excessive collision damage and/or sub-standard repairs.
It is the responsibility of the authorized Audi technician to maintain the level of integrity in potential CPO vehicles by inspecting and ensuring against evidence of excessive collision damage and/or sub-standard repairs. Should a vehicle exhibit evidence of excessive collision damage and/or sub-standard repairs (regardless of the CarFax history report) stop and notify dealer management immediately as the vehicle is ineligible for certification.

**General Repairs**
Vinyl, leather, glass and carpeting that reflect visible damage or compromise the aesthetics of the vehicle must be repaired.

**Glass**
A maximum of two windshield chip repairs are permitted if not in the driver’s line of sight. Cracks, scratches or chips in excess of .06 cm (¼”) will necessitate windshield replacement. All glass replacement must be performed with OEM glass.

**Final Detail**
Use the detail brush to remove any residual waxes or compounds from any and all crevices and door jambs. Inspect mouldings and chrome for any spotting.