



Audi European Delivery Program FAQ's

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Frequently Asked Questions

Will Audi of America handle the program details so I can plan my journey?

Audi will arrange your delivery day in Ingolstadt. The program lead-time is 3-4 months from order inception to delivery in Europe. Exclusive and special order colors may take longer. The European Delivery Welcome Kit will be mailed approximately 2-4 weeks after the order is placed, and will include the following:

- Welcome letter from Audi
- Vehicle Commission number
- Expected production week of your vehicle
- The Customer Information Form which should be completed and returned along with scanned copies of your drivers license and passport

Is special pricing available per model line?

The following models are available through the European Delivery Program and qualify for the recommended MSRP* discount, with exception of the R8. The final price is determined by the dealer. Dealers will not be required to use allocation for any models except on S5 and the R8 orders. Destination charges, as well as local title and taxes, apply to all purchases.

A3/A3 TDI	up to 3% off of MSRP
A4 Sedan/Avant	up to 5% off of MSRP
S4	up to 5% off of MSRP
A5 Coupe/Cabriolet	up to 5% off of MSRP
S5 Coupe/Cabriolet*	up to 5% off of MSRP
A6 Sedan/Avant	up to 5% off of MSRP
S6	up to 5% off of MSRP
A8L	up to 5% off of MSRP
TT / TTS Coupe/Roadster	up to 5% off of MSRP
Q5	up to 5% off of MSRP
Q7/Q7 TDI	up to 5% off of MSRP
R8**	Does not qualify for discount

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

**Dealers must use their allocation for the S5 and R8 models. A \$3900 program fee applies to R8 deliveries.

Do vehicle purchases and leases qualify?

Vehicles sold through the European delivery program qualify for financing and leasing through Audi Financial Services (AFS). Standard lease rates apply. Customers will be responsible for lease payments while the vehicle is in transit from Europe to the United States.

Can non-US residents participate in the program?

The European Delivery Program is available to US-residents with a US-issued Social Security number only (as required by US Customs).



Will Audi provide warranty coverage in Europe?

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

How long can I keep my new Audi in Europe?

Your vehicle must be dropped-off for shipping within 90 days of delivery. No exceptions can be made to this requirement, and export from Europe to a country other than the US is not permitted under the guidelines of the program. After 90 days the Value Added Tax (VAT) will apply and return shipping and costs to the US are no longer offered as a benefit of the program.

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

Comprehensive insurance¹ and export license plates are provided by Audi for the first 15-days while traveling in Europe. Allow one day for proper vehicle licensing prior to customer taking delivery.

(15 full days of registration and insurance)

Example: Delivery June 1= Registration on May 31 = Expiration on June 14

A Certificate of Insurance and vehicle registration will be provided upon vehicle delivery in Ingolstadt, Germany. Customer will be responsible for purchasing additional insurance coverage and export license plates beyond 15-days. If customer wishes to purchase additional insurance coverage and extend the expiration of export license plates, arrangements can be made available for up to 90-days.

Payment for insurance extension must be made via check and received by Audi of America prior to delivery.

Comprehensive Insurance Purchased	Program Price (in USD)
15-days	Complimentary
30-days	\$280.00
60-days	\$490.00
90-days	\$910.00

¹ There is a EUR 1, 000, - deductible on comprehensive coverage.

Which countries are included in the comprehensive insurance coverage?

Austria, Belgium, Bulgaria, Czech Republic, Denmark, Estonia , Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, U.K.

How can I apply for a passport?

Visit the U.S. Department of State <http://travel.state.gov/passport> for instructions and details on how to apply for a passport

When will I need to start privately insuring my vehicle purchase?

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



Does Audi offer Complimentary Accommodations?

Audi is pleased to offer complimentary accommodations including transportation from Munich Airport to the Audi Forum Ingolstadt.

Complimentary accommodations include 1 night / 1 room for 2 adults at one of three 4-star and 5-star hotels recommended by Audi. Please see the Customer Information Form included in the welcome kit for more details.

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

Delivery of your new Audi at the Customer Center of Audi Forum Ingolstadt should occur within 60-days from the date your vehicle finishes production. All attempts will be made to schedule your initial vehicle production to coincide with your requested delivery date.

In the event the delivery is not scheduled within the 60-days period, your dealer will be notified.

Please note there are no deliveries on weekends or nationally recognized European holidays.

When should I book my flight?

We ask that you remain flexible with any travel plans until your vehicle production is complete.

Any unforeseen changes in the production schedule can result in a delay of your delivery window. The Audi Forum will not confirm the requested date until your vehicle completes production and a VIN is assigned.

If travel arrangements are made in advance, please be prepared for a possible delay. Audi will not provide alternate transportation in the event of a production delay.

What is the recommended time schedule for the day of delivery at the Audi Forum Ingolstadt?

We recommend arriving at Munich Airport or Ingolstadt one day prior to your delivery date.

Delivery Day:

9:30 AM – 10:00 AM	Check-in at the Audi Forum Ingolstadt
10:00 AM – 11:00 AM	Vehicle delivery
11:30 AM – 1:30 PM	Guided Factory Tour

Visitation to the museum mobile is available until 6:00 PM.

You are welcome to enjoy complimentary meals and beverages in the Markt Restaurant at Audi Forum Ingolstadt.

Afternoon vehicle deliveries are only available upon request.

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

The purchaser must take delivery of their vehicle.

When will I receive my delivery documents?

1-2 weeks after finalizing your vehicle sale with your Audi Dealer, your delivery documents will be mailed to you via Fed Ex. Your final Agenda and Authority for Vehicle Delivery will be included.



Is a “viewing only” delivery available, do I have to drive my new car in Europe?

As part of the delivery program all new vehicles must be driven by the customer from the Forum to an authorized drop-off location. The closest location is in Munich and is approximately 30-45 minutes from the Forum.

What if there is minor damage to my vehicle upon delivery?

Your vehicle will be factory inspected and detailed in Ingolstadt prior to delivery. In the rare event of damages or cosmetic flaws, the Audi Forum will make all attempts to rectify the matter within their means prior to your departure. All other issues must be addressed with your dealer once your vehicle is shipped back to the US.

What if there is an issue with my vehicle specifications upon delivery?

All vehicle options including wheels, interior/exterior colors, and special packages should be reviewed and confirmed with your Audi Dealer prior to your sale.

Audi AG is considered our delivery partner and cannot modify or change any options upon delivery. Vehicles are delivered as ordered by your US Audi Dealer.

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

You may drop off your Audi at one of our 14 authorized locations throughout Europe. Simply drive your Audi to the location of your choice before the expiration of the insurance and registration certificates provided by Audi. Our agent will complete a Shipment Order Form with you and then take care of all the handling procedures for you.

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

You can drop off your Audi on any weekday before your journey comes to an end. Please note there are no drop-offs on weekends or nationally recognized European holidays. We recommend that you contact the drop-off location in advance to check if your requested drop-off date and time is available. Please note that vehicles cannot be left or dropped off in Ingolstadt.

German Drop off Locations

- Bremerhaven
- Frankfurt
- Hamburg
- Munich
- Sindelfingen
- Duisburg

Non-German Drop Off Locations

- Amsterdam, Netherlands
- Zurich, Switzerland
- Geneva, Switzerland
- Antwerp, Belgium
- Nice, France
- Paris, France
- Madrid, Spain
- London, United Kingdom

Drop-off locations in Italy should be arranged directly with EH Harms. Additional charges apply.



What documentation will be required at vehicle drop off?

It is important to have your valid Social Security number, copy of your Certificate of Insurance, Vehicle Registration, and Vehicle Sales Agreement available for customs clearance to ensure there are no delays.

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

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

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

From the time you drop off your vehicle at an authorized drop off location throughout Europe, please allow approximately eight (8) weeks for your dealer to contact you to pick up your vehicle, pending national holidays, transportation, and weather or customs delays at the port in the United States. Audi of America can not expedite vehicle processing with US Customs. Your Audi Dealer will perform necessary licensing and paperwork upon delivery.

Vehicle returns in Munich or Frankfurt tend to require less transportation time to the port. However, Audi still allows an overall shipping time of eight (8) weeks.

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

Please refer all program questions to your participating dealer, or visit www.audiusa.com and click on Experience/Culture/European Delivery

When are new model year vehicles available for European Delivery?

Transition to the new model year occurs in June. New model year vehicles are usually available for European Delivery in mid to late August.

Will the factory-installed Navigation system operate in Europe?

The factory-installed Navigation system in your new vehicle is programmed for use in North America only. For vehicles equipped with this factory installed option and based on availability, Audi will provide a portable navigation loaner unit for use while driving in Europe.

The portable loaner navigation unit must be returned to the Agent when your vehicle is dropped-off. Additional fees apply in the event the portable loaner navigation unit is not returned.



Will Audi provide snow tires for driving in Europe during the winter months (Nov-March)?

Snow tire rentals, sales, accessories, and services are not provided under the guidelines of the Audi European Delivery Program. All vehicles are delivered with the factory wheels, either all-season or performance tires, as ordered by your dealer. Customers picking up vehicles with performance tires during the winter months are responsible for adhering to the regional driving regulations and restrictions during inclement or severe weather. We urge customers who plan to order sport packages and/or performance tires to consider the season when planning a delivery.

Will port installed accessories be available when I take delivery of my new Audi in Ingolstadt?

US Port installed accessories i.e. iPod cable, trailer hitch etc. will not be available until the vehicles arrive in the United States.

iPod cables can be purchased at the Audi Forum Ingolstadt for use while in Europe.