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Audi Insight

Audi Twin Cup: premium service at its best

Faro/Ingolstadt, October 4, 2016 – This year’s world championship trophy for the best After Sales performance goes to the Audi team from Russia. Outstanding technical know-how and consistent customer focus led to victory for the team of service technicians and advisors in the international final of the Audi Twin Cup 2016.

A total of 71 teams from 36 countries had qualified this year in their national competitions for the final of the After Sales World Championship in Portugal’s Algarve region. In the two-day final round, participants demonstrated their skills in diagnostics and repairs as well as in customer treatment.

In 2016, the Audi Twin Cup took place for the twenty first time. The competition’s international final involves theoretical and practical exams that simulate typical work situations in the daily operation of a dealership. This year, the participants also demonstrated their knowledge on an Audi Q7 e-tron*, the full-size SUV with plug-in hybrid drive, among other models with the four rings.

Competing teams can only achieve first-class results through optimal cooperation between service technicians in the workshop and service advisors interacting with the customer. Following the winners from Russia, the second-place team from Germany carried out these tasks most successfully. The service technicians and advisors from China followed in third place.

– End –

*** Fuel consumption of the models named above:**

Audi Q7 3.0 TDI e-tron quattro:

Combined fuel consumption in l/100 km: 1,9 - 1,8**

Combined electric power consumption in kWh/100 km: 19 - 18,1**

Combined CO₂ emissions in g/km: 50 - 48 **

**Figures depend on the tire/wheel sets used