

# HANDOVER GUIDE

RENAULT  
AVANTIME



A guide to ensure each customer completely understands the key features of Avantime

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In addition to the usual checks carried out as part of vehicle preparation the following points for Avantime should be checked:

1. The Parking Proximity Sensor signal is functioning.
2. The radio code has been entered, and written in the service book, with any preferred radio stations pre-set for the customer.
3. The electric windows, sunroof, sun blind and 'Open Air' feature all function correctly.
4. The Carminat Navigation System settings (initialisation) and map CD are loaded and the subscription renewal card is sent for the customer to receive map CD updates.
5. The battery is fully charged before demonstrating electrically powered equipment to the customer

## Welcoming the customer

1. Present Avatime to the customer before completing the documentation.
2. It is vital to explain the following equipment:
  - Climate control
  - Automatic wipers.
  - Location and opening of all storage areas.
  - Automatic lowering of the window when the doors are opened.
  - Panoramic sun roof and wind deflector.
  - Speed limiter/cruise control.
3. Personalise the handover depending on the customer's expectations, time available and their previous vehicle.

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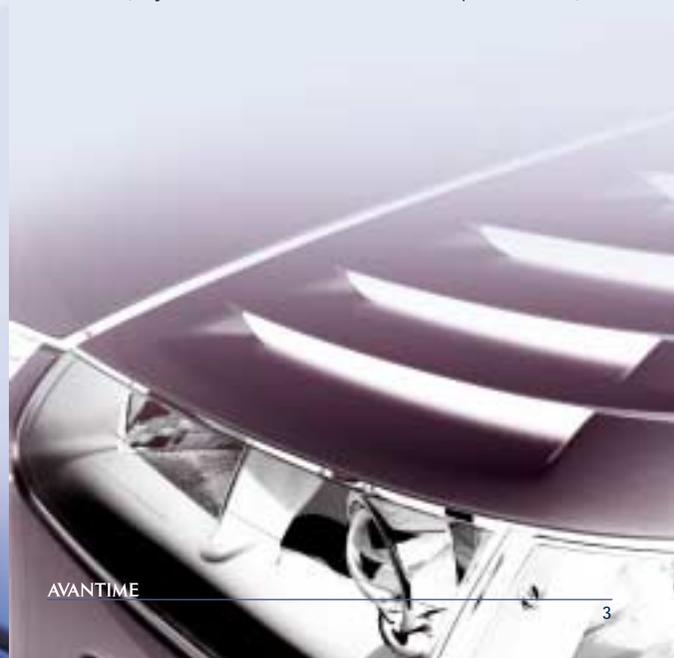
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## Before the customer leaves

- Check that the customer has no unanswered questions
- Present your business card and offer to meet the customer at their convenience if they have any questions later on.
- Remind them of the service intervals and indicate likely dates based on the customer's annual mileage.
- Provide a tour of the dealership and introduce the aftersale staff so that the customer feels at ease the next time they visit your dealership
- Suggest relevant accessories which relate to the customers' life style that may be of interest to them. (bicycle carrier, roof box, hands free telephone kit etc.)

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### 1 Front & engine compartment

- Running-in information.
- Service intervals, and likely timings
- Locate bonnet opening catch, water, oil, and other top up points.
- Anti-corrosion warranty details.

### 2 Passenger side

- Locking/unlocking the doors and boot, using the key fob.
- Access to rear seats.
- Double-hinge side door.
- Front storage compartments, and how to open them (passenger side, armrest, central drawer and upper central compartment).

### 3 Rear

- Parking proximity sensor.
- Opening and closing the boot and using the low position of the parcel shelf.
- Location, access and use of emergency spare wheel.

### Driver's side

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- Controls (use of automatic wipers).
- Seat adjustments, and heated seats.
- Electric opening of panoramic glass sunroof, blinds and windows – with 'Open Air' function
- All controls on dashboard, including in priority:
- ESP (deactivating the function)
- Climate control/air conditioning.
- Audio system with remote control unit.
- Cruise control and speed limiter.

### Rear seats

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- Adjustment of rear head restraints and seat belts.
- 1/3, 2/3 split folding rear seats.
- Child safety & Isofix points.
- Rear storage compartments, including under seat.
- Location of jack tools and jack points.

Explain to your customer the use of the controls:

- A: De-mist/'See Clear' button.

Press once for conventional de-misting of windscreen and front windows.

Press twice to switch on 'See Clear' using optimum power for complete de-misting (including rear mirrors and rear screen).

Advice: return to your normal distribution of air when de-misting is over by pressing the auto key K.

- B: Switch air conditioning on or off.
- C: to the occupants face.
- D: to the windscreen and front foot wells.
- E: to the front footwell with slight de-misting.



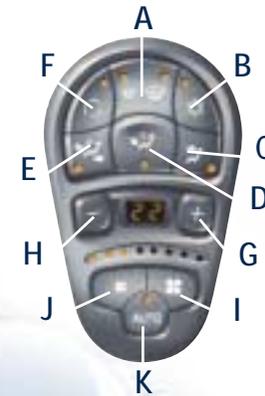
- F: Re-circulate the air flow in the event of poor external air quality. Advise the customer to avoid selecting this setting for prolonged periods of time - fresh air promotes driver alertness.

Choose temperature to within a degree:

- G: warmer.
- H: colder.

Modify the ventilation power:

- I: increase the force of the airflow.
- J: reduce the airflow.
- K: Automatic mode: manage the air distribution, its flow rate and air re-circulation in the most effective way for your comfort.



A sunshine and temperature sensor optimises the automatic air conditioning.

The front passenger can adjust the temperature on their side separately, using the plus and minus buttons on the passenger control.

## Using the control dial:

1. Press the control dial to bring up the main menu
2. Turn the dial to select a scrolling menu
3. Press the dial to select a function

This process should be used to select all functions within the scrolling menus.

Show your customer how to use the main features of the Carminat Navigation System and demonstrate how to store an address. (the vehicle should be outside to benefit from satellite positioning):

■ Record a destination:

- select a country,
- select a town,
- select a street.

■ Select display type.

■ Change map scale.

■ Record an address in the address book.

■ Select traffic information.

■ Change the screen brightness.

■ Change the Carminat sound level according to the radio volume.



## Key:

M: return to main menu at any time.

C: mute/activate the voice synthesiser.

I: repeat a message.

+/-: adjust volume of voice synthesiser.

**Important!** For safety reasons advise the customer not to input information to the Carminat system while driving.

1. Identify the location of the rain sensor.
  - The rain sensor is located on the inside of the windscreen, near the interior rear view mirror.
2. Remind the customer how it works.
  - The system detects water on the outside of the windscreen and automatically starts the windscreen wipers, when automatic mode is selected.
  - The wiping speed automatically adapts to the intensity of rain.
3. Highlight the special features of the system.
 

**Caution!** The rain sensor deactivates when the ignition is switched off.

  - To reactivate the system, each time the engine is started:
  - Return the control stalk to its upper position and then to lower it by one notch to the auto position.
4. Additional information to be provided.
  - Activating the screen washers simultaneously operates the headlight washers (if fitted) when the headlights are switched on to ensure optimum visibility.
  - The windscreen washers are integrated into the windscreen wipers to provide optimum screen washing for visibility.



Show your customer how to use Cruise Control and how to:

- Switch on the system: press the top part of the switch on the dashboard to the right of the steering wheel (a green light illuminates on the instrument panel).
- Select a speed, when the vehicle is moving, using the + or - keys on the left of the steering wheel or recall the memorised speed using the R button on the right hand side of the steering wheel.
- Change the speed using successive presses of the + and - buttons on the left hand side of the steering wheel, note this is only intended for minor speed adjustment when in cruise control mode.
- The driver can regain control of the speed by:
  - Pressing the accelerator pedal: as soon as the pedal is released, the vehicle returns to the programmed speed;
  - Press the brake pedal: the function is deactivated;
  - Press the main dashboard switch or the 'O' button on the steering wheel.

#### RECOMMENDATIONS FOR USE:

- Use on a main road when traffic is moving freely
- Use for speeds over 19 mph;
- Never use in town traffic.

#### Important:

- Once the Cruise Control is engaged, successive presses of the + button will cause the vehicle to accelerate to reach the selected speed
- Do not use Cruise Control for town driving.
- Stay alert on motorways and be aware of your speed and distance from other vehicles in front

Explain the use of the Speed Limiter, showing them how to:

- Turn the system on: press the bottom part of the switch on the dash board to the right of the steering wheel (an orange light illuminates on the instrument panel).
- Select the current speed or a memorised speed (only when moving).
- Modify the selected speed (+ and - buttons ).

#### Explain to your customer how to deactivate the system

- Press the accelerator pedal beyond the point of resistance for the vehicle to accelerate - e.g. exiting urban speed restriction
- Note: an appropriate gear must be selected for the vehicle to accelerate.
- Press the dashboard switch or the 'O' key on the steering wheel.
- Recall the set speed by pressing the R key.

#### RECOMMENDATIONS FOR USE:

- can be used at any time, e.g. to prevent exceeding a speed limit
- the Speed Limiter cannot be used below 19 mph

At all times the driver remains in control of their vehicle and can exceed the threshold speed fixed by pressing the accelerator beyond the point of resistance, providing an appropriate gear is selected.

Advise your customer that Speed Limiter will not limit the effect of momentum on vehicle speed when driving down a hill. The car will naturally exceed the set speed and the dash board display speed limit will flash - the driver must brake to avoid exceeding the set speed.

## INTERIOR REAR VIEW MIRROR

- Adjust the rear view mirror:
  - For inclination (conventional adjustment).
  - For depth (to broaden the field of vision).
- With Privilege trim, the rear view mirror is electrochromic plated.
- Explain the following points to the customer:
  - The advantage of electrochromic is that there is less dazzle from vehicles behind when driving at night.
  - How to deactivate the automatic mirror dipping feature (press the button, on the under side of the mirror to avoid being surprised by cars behind when travelling on a quiet road).

## DOOR MIRRORS

- Explain:
  - Electric adjustment of the mirrors, using the joystick control
  - Heated door mirrors and windscreen in combination with the 'See Clear' feature of the Automatic Air Conditioning.
  - The electric folding door mirrors.



Explain the following points to your customer:

- The parking proximity sensor is activated only when in reverse, which is indicated by a 'beep'.
- Subsequent beeps are only triggered if the system detects an obstacle less than 2 metres behind the vehicle.
- The frequency of the beeps increases as the vehicle reverses closer to obstacles behind.
- The beep becomes continuous when an obstacle is detected less than 25 cm from the rear of the vehicle.
- The parking proximity sensors must not be obstructed (e.g. mud, snow or tow bar).
- If the system detects a fault a low-pitched beep is sounded for 5 seconds when selecting reverse gear.
- The parking proximity sensor is deactivated when towing a trailer/caravan using a Renault towing hitch.



## Front seats

- Explain to the customer the advantage of the seats with integrated seat belts (comfort and safety).

Show the customer how to:

- Adjust the driver's seat for height and lumbar support.
- Tilt the front seats to gain access to the rear seats, by firmly pulling the handle and pushing the seat forward. (side handle ①).
- Tilt the front seats to get out of the rear seats. (pull handle ②).



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## Panoramic sunroof

- The sunroof can be opened in various ways using three switches.
  - Explain to your customer the use of these three switches:
  - Left-hand switch: open and close the sunroof in one-touch mode.
  - Central switch: "Open Air" function one touch opening of the sunroof, front and rear side windows. These elements are only closed with a prolonged press (for greater safety).
  - Right-hand switch: one-touch opening of the front blind, and closed with a prolonged pressing (for safety).
- Explain the use of the panoramic sunroof wind deflector:
  - When all windows and the sunroof are open (e.g. after pressing the "Open Air" button) press the wind deflector down where it will stay to reduce wind noise.
  - When the driver/passengers decide to close the windows but leave the sunroof open, unclip the deflector by pressing the catch on the passengers side of the deflector.
  - When travelling at high speed with just the sunroof open, press the deflector down, and open the rear windows slightly to reduce noise.

Note the following points:

- The front blind should only be closed when the Panoramic sunroof is also closed. Do not close the blind while the Panoramic sunroof is open.
- The rear blind is adjusted manually (demonstrate this for your customer).



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- Explain and demonstrate to your customer the following functions:
  - Folding down the rear seats to make a flat loading area.
  - Putting the parcel shelf in the low position
  - Opening the central storage drawer: press to open, and push gently to close. Any other use of the drawer may damage the spring.
  - Opening, closing and locking the upper central dashboard storage compartment.
  - Opening the passenger glove box by gently pushing the flap.
  - Using the central arm rest: in the event of maximum opening the cover may lift off but is easily re-fitted.



Please ensure you advise your customer of the following points and demonstrate how to:

- Activate/deactivate the Renault Anti Intrusion device (RAID) when driving.
- Deactivate the ESP by pressing the button (an orange symbol illuminates on the instrument panel indicating the system is deactivated). When the engine is started again the ESP will once again be active.
- Use the air conditioning for de-misting in winter. It is advisable to run the air conditioning regularly to ensure optimum performance.
- De-mist more rapidly by closing the central and side vents during de-misting.
- Store the car radio remote control in the central drawer (avoid the spectacle case in the glove box, or passengers dashboard recess).
- Prevent opening of the rear windows by pressing the child safety button (to the right of the hazard warning light control).
- Open the doors by pulling the door handle allowing the window to lower before pulling the handle further to fully open the door.
- Locking wheel nuts can be stored conveniently with jack tools under the left hand rear seat.