

2013
Q5

Audi Delivery Guidelines

 Client

 VIN

 Delivery Date

Pre-Delivery

Ensure Final Vehicle Quality Inspection Is Completed

- Enroll customer in Audi connect Services (T-Mobile site)(if equipped and Audi connect Request to Initiate Services and T-Mobile T&C are signed)
- Deactivate the connection prompts for the online services (TEL function button > Settings > Connections > Data Connection > select No Prompt)
- Inspect exterior for damage, dings, dents and surface scratches
- Check interior for cleanliness, grease marks and damage. Repair all defects prior to customer delivery
- Verify vehicle is equipped as specified and all accessories are installed
- Check front/rear floor mats are locked in

Customer Priority Topics

1. _____
2. _____
3. _____

How long would the client like to spend on topics today? _____

Priority Delivery Topics

- Audio and Entertainment System Controls
- HVAC (Heating, Ventilation, Air Conditioning) Controls
- Hands-Free Communications
- Cruise Control and Operation
- Navigation System

Personalize Vehicle Settings

- Bluetooth: Connect customer's Bluetooth phone and assist in copying and accessing phonebook entries. Ensure connection will occur automatically upon re-entry if desired. Refer to www.audiusa.com/bluetooth for compatible phone list
- Adjust mirrors, seats, and steering column to customer preference
- Assist with radio station presets
- Show how to connect iPod/MP3. Demonstrate MMI, SD cards and Aux-in jack (if equipped)

Bluetooth Capability

- Pair the customer's phone with the vehicle
- Demonstrate making a call via Voice and Steering Wheel commands
- Demonstrate how to answer, ignore and end calls
- Conference calling (enable in the MMI under Telephone function button > Setting button > Call Options)
- Dialing from directories/phonebook (received, missed, dialed calls)
- Refer to www.audiusa.com/bluetooth for compatible phone list

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Voice Controls

- Demonstrate voice commands, including navigation voice controls and POI
- Demonstrate the voice command feature (i.e., accessing “Help,” dialing a phone number, calling a contact, using the steering wheel voice command button, etc.)
- Have the customer complete the speech training to allow the Voice Recognition System to learn and adapt to the customer’s voice (Main Menu > Setup MMI > Voice Recognition > Individual Speech Training)
- Radio station, CD/DVD, or Jukebox

Introduce MMI Navigation System

- Review the MMI controls and basic functionality (buttons: function, on/off, arrow control and back)
 - MMI touch control panel with integrated handwriting recognition (if equipped)
 - Input letters, numbers, symbols, add a space, delete a character
 - Moving a map and adjusting the sound distribution
 - Saving/selecting a radio station
 - Scroll through album covers (avail. if music is downloaded onto MMI hard drive)
 - Use the DVD main menu
- Demo Audio Sources: Show how to connect iPod via AMI, MP3/SD cards, Bluetooth audio player. Explain the jukebox functionality
- Explain CD and DVD loading/unloading

Audi connect (if equipped)

- Ensure customer has requested activation of Audi connect
- Provide overview of features (activate services before customer arrival)
- Point out that the Audi connect Brochure (located in the glove box) contains additional information for customer review after delivery
- Explain trial period for Audi connect and how to extend service
- Show traffic reports, fuel updates, weather information and real-time news feeds
- Explain Wi-Fi hotspot capabilities
- Have the customer set up their Wi-Fi password via Telephone > Settings > Connections > Wireless Network Settings > Select “password.” Ask the customer to enter an easy way to remember the password. Then select “apply settings” to save it
- Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect

Navigation

- Show how to input an address and a POI as the destination using the MMI and voice commands (use Online Destinations if equipped with Audi connect)
- Show how to enter a stopover
- Demo how to “cancel” route guidance using voice commands (“Cancel route guidance”) and the MMI (NAV > Destination > Cancel)
- Show how to store a destination
- Show how to customize route “criteria” (e.g., avoid toll roads) and “Settings” (e.g., 3D map and Map Orientation, and Google Earth Mapping [with Audi connect services enabled])

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Navigation (continued)

- Show how to manipulate the map (zoom, scroll map area)
- Show how to repeat the last navigation announcement using the iNav steering wheel button
- Show how to access TMC reports via Sirius and traffic reports via Audi connect
- Show how to set the ambient lighting in the vehicle interior (if equipped)
- Explain TPMS and how to reset in the MMI
- Explain the settings for the Bang & Olufsen® system (if equipped)

Media Overview**Radio (AM/FM/SAT)**

- Show how to program preferred radio stations (press and hold knob). Up to 6 presets available on the MMI touch control panel (if equipped)
- Explain the scanning/tuning functions
- Walk the customer through the steps to program favorite radio stations (press and hold knob). The customer should do this with your guidance
- Show the customer the manual seek feature. Select the FM Band > Functions. Turn control knob to Tuning/Channels and press the knob

Cover Art

- Not available on iPod (available if using "R" cable)
- Flash SD media
- Jukebox (Cover Flow available to flip through album covers)

Jukebox-Hard drive

- Capacity (20 GB/up to 3,000 songs)
- Supported file extensions and formats per MMI manual
- Demonstrate importing and sorting

Interior

- Climate control functions
- Multifunction steering wheel
- Explain Star (*) button on the steering wheel (if equipped) – If in the Preset Station List, press the * button to cycle through presets. If in Station List, press * button to cycle through station list
- Wiper (front/rear)/washer system/rain sensor
- Sunroof and sunshade operation (if equipped)
- Demonstrate how to activate folding heated mirrors (if equipped)
- Demonstrate how to activate heated/ventilated seats (if equipped)
- Demonstrate how to adjust the seats and the seat memory function (if equipped)
- Demonstrate glovebox function
- Homelink® location and setup (if equipped)
- "Passenger Side Airbag Off" light: Illuminates if no occupant in passenger seat or if occupant is "out of position"

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 Interior (continued)

- Trip computer/Driver info display: Explain toggle function via “RESET” on stalk. Reset “Trip Comp 1 and 2” prior to delivery! Explain Audi efficiency program
- Explain Tire Pressure Monitoring System and how to reset
- Show how to set the clock, daylight savings time and time zone manually
- Point out thermo cup holder
- Review the start-stop-system information card with the customer. Explain the system functionality (if equipped)
- Review the hybrid operation (if applicable). Explain the status message “hybrid ready” in the IP cluster and needle in the power meter that points to “READY” (Audi Q5 hybrid only)
- Explain EV mode function and limitations (Audi Q5 hybrid only)
- Show the energy flow display in the instrument cluster and MMI display and the consumption display in the MMI (Audi Q5 hybrid only)

Exterior

- Show how to open fuel door – push/pull release
- Demonstrate how to open/close the tailgate via the remote control master key, switch in driver’s door, and lock switch in luggage compartment

Owner’s Documents

- License/insurance/registration/title (if applicable)
- Warranty & Maintenance Booklet (stamp to confirm PDI was completed)
Adhere “vehicle identification label” from the vehicle trunk to the inside cover of the Warranty & Maintenance Booklet prior to delivery
- 24-Hour Roadside Assistance information – ask customer to program number in their phone
- Owner’s Manual, MMI Manual and other manuals as equipped
- Quick Reference Guides as appropriate
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- All keys (2 remotes, 1 emergency, 1 emergency key holder) – walk customer through programming
- Provide Audi Care Information
- Lemon Law Rights Booklet or Lemon Law Notice as required by law
- Only use oil that meets Audi 502.00 standards
- Advise the customer that Audi recommends using Top Tier Detergent Gasoline with a minimum octane rating of 91AKI (95 RON)
- Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed

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Orientation Drive

- Standard Intelligent Key/Advanced Key (if equipped)
- Discuss that foot must be on brake when starting/stopping
- Explain when key fob is in ignition, start button is disabled. To remove key fob from ignition/dashboard, push key once to release and wait 0.5 seconds before removing the key from ignition/dash
- Hybrid only: Demonstrate hybrid operation. Explain the extended Electric Vehicle mode function and limitations
- Explain that the car will shut down automatically when the following rules are fulfilled:

When the car was driven faster than 1.86 mph before

- ▶ the driver's door is open
 - ▶ the seat belt is unbuckled
 - ▶ when the driver does not hit the braking pedal
 - ▶ when the vehicle is in the stop position
- Activate and demonstrate navigation system with real-time traffic (if equipped)
 - Explain Audi drive select and how to select/change modes (if equipped)
 - Demonstrate Audi parking system plus with rear view camera (if equipped)
 - Demonstrate the engine start-stop system (if equipped)
 - Demonstrate cruise control/ACC (if equipped)
 - Explain Audi side assist functionality (if equipped): Point out the side assist button on the driver's side door. Show how to adjust the side assist light brightness in the MMI. Only works at speeds over 19 mph (30 km/h)
 - Show how to set electromechanical parking brake

End the orientation drive in the service write-up area**Service Introduction**

- Tour service department and introduce to Service Manager and Service Consultant
- Set up first service appointment
- Ask customer if you can program service department's phone # in their phone

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Audi Vehicle Condition Report

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Initial PDI Vehicle Inspection

Complete the following checks within 2 business days (48 hours) of receiving a vehicle.

- Remove full body cover (if installed) following TSB 2009967. Check for transportation damage.
Note: This is a two-person task
- Verify all keys are included (2 masters, 1 emergency key, 1 emergency key holder)
- Verify all wiper blades are enclosed in the trunk (in case transport wipers are installed)
- Inspect painted surfaces/molding/glass
(If any defects [scratches/dings/dents/body damage] are found, contact your supervisor to arrange for immediate repair)
- Inspect body for paint defects and damage
- Perform the A1-Auxiliary battery test for new batteries in GFF-Service work. Select option 2, the battery test for new batteries as part of the pre-delivery inspection and act according to the test results (ok, charge, replace). Ensure diagnosis log is uploaded to the GFF paperless server by selecting "ok" when tester wants to send the current generated diagnosis protocol online
(Note: Do not use Guided Functions. The diagnosis log will not be uploaded to GFF paperless)

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Audi Technician Report

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*All items must be completed prior to customer delivery by an Audi technician
(for Audi Q5 hybrid, only "Hybrid Aware" techs are able to PDI the hybrid)*

****Refer to the Service Work area of GFF for the PDI function tests**

****Audi recommends using an Audi approved battery charger to prevent excessive battery discharge during inspection**

Open Campaigns/Updates

Check ElsaWeb for open campaigns and updates. Perform if applicable

Battery Inspection

- Check battery clamps for tightness. Tighten if required. For the Q5 hybrid, check the auxiliary battery behind the panel on the driver's side of the luggage compartment
- Perform the A1-Auxiliary battery test for new batteries in GFF-Service work. Select option 2, the battery test for new batteries as part of the pre-delivery inspection and act according to the test results (ok, charge, replace). Ensure diagnosis log is uploaded to the GFF paperless server by selecting "ok" when tester wants to send the current generated diagnosis protocol online **(Note: Do not use Guided Functions. The diagnosis log will not be uploaded to GFF paperless)**

Transport Mode Deactivation, DTC check, set service reminder

- Deactivate vehicle transport mode (via Service Work)
- Run GFF and when prompted run SVM a specified/actual comparison
- Set service reminder (via Service Work-17-PDI, counter reset, etc.)

Under the Hood Fluid Check and Inspection

- Check all fluid levels and top off if necessary
- Check engine oil level via the MMI – fill oil to the max level when the vehicle is at operating temperature

Trunk Inspection

- Install wheel bolt cover removal tool from PDI kit and wheel lock key (if applicable) into trunk tool kit behind spare tire. Please note that in the hybrid it is located on the luggage floor on the right side
- Verify operation of luggage cover

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Exterior

- Install permanent wiper blades *unless vehicle is for inventory storage*
- Test windshield washers (front and rear) for aim and function (if permanent wiper blades are installed)
- Turn on headlights and test headlamp washers (if equipped)
- Test exterior lighting functions
- Install the rubber strips to the top of the base carrier bars (do not install the carrier bars on the vehicle unless customer has requested). Repackage the bars into the box if they are not being installed on the vehicle
- Retrieve the paper with the torque wrench key code from the base carrier bar box. Insert the paper with the key code into the owner's literature wallet. Record torque wrench key code in the VDF to ensure it's documented in the event the paper with the code is misplaced
- Check key functionality, including seat memory (if equipped); verify vehicle starts and runs with the start/stop button; verify all doors lock/unlock with remote and advanced key, including all door handle sensors with the advanced key (if equipped)
- Verify door seals are not loose (visual inspection only)

Interior

- Check operation of all switches: Locks, windows, seat adjustment, seat heating (if equipped) and child safety features
- Calibrate rear view mirror compass to proper zone and check self-dimming function/lighting (if equipped)
- Verify operation of all interior lights
- Mirrors: Inspect folding, adjustments, RH tilt in reverse, and memory (if equipped)
- Inspect operation of lighter, aux. outlet under armrest, and rear outlet and cargo area (if equipped)
- Verify operation of all front and rear seat belts and latches
- Check horn operation
- Check sunroof and sunshade operation (open/close/vent/deflector at edge)
- Passenger side airbag: Verify operation of Passenger Occupant Detection System
- Start/Stop info (if applicable): Verify the velum sticker is on the start/stop button. Remove the start/stop information card from the car kit and place it in the glove box with the owner's manuals. Additional supply can be ordered via the Brand Store on AccessAudi

Radio

- Verify operation of CD player
- Verify operation of AMI or aux. input (if equipped)
- SD card slot: Insert SD card and test function
- Verify HD Radio is turned "off" in Radio/Settings Menu

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Audi MMI/Navigation

- Verify and set Language and Measurement Units in Setup Menu
- Set Time source setting to “GPS” and set Auto daylight savings time to “on.” Change time zone appropriate to the dealer location
- Navigation (if equipped): Set dealership location (for following back to dealership during road test)
- Set the “Music volume while parking” to 6 lines (accessed via MMI rear view camera display: Settings > Music volume while parking)(applies to vehicles with park assist or rear view camera)
- Voice Activation (if equipped): Press the “Talk” button and verify several Commands

Audi connect (if equipped)

- Verify Audi connect Information Packet is present, including Audi brochure, T-Mobile brochure, customer SIM card, T-Mobile Terms & Conditions (T&C)(if applicable)
- Connect the **dealer demo** SIM card to the vehicle and make sure the system fully connects to 2G or 3G (2G or 3G symbol with Box surrounding it)(only applies if in a T-Mobile service area)
- Enable Google Earth in the navigation settings and verify the white Google Logo appears next to the 2G or 3G symbol
- Ensure the wireless network is turned on (Telephone function button > Settings Ctrl button > Connection > Wireless network connection > select “On”)
- Check Wi-Fi hotspot functionality is enabled and verify the SSID is set to “AUDIXXXX,” where XXXX = last four digits of VIN

On-Hoist Inspection

- Check underside of vehicle for fluid leaks and loose components
- Check steering, boots, brake system, hoses, tires and wheels for damage
- Remove transport suspension blocks (if installed)
- Inspect wheel bolts for proper torque using torque wrench
- Install wheel bolt covers and center caps as supplied

Road Test

- Check for squeaks, rattles and wind noise
- Verify operation of Audi parking system plus with rear view camera (if equipped)
- Verify engine performance and acceleration
- EV button: Push the EV button at a speed below 65 mph and check for lights on EV button and instrument cluster. EV mode may or may not activate based on current operational criteria as described in the owner’s manual
- Check MMI and instrument cluster for proper operation mode indication (green lights while EV or electrical drive, orange while combustion engine active, etc.)
- Check for state of charging increasing while braking within recuperation range (see power meter for details)
- Verify transmission operation, including shift paddles (if equipped)
- Check steering/tire alignment
- Test drive vehicle applying brakes several times (at least 4 times) at 20 mph (32 km/h) to clean brake rotors. Check for abnormal noise/vibration/pulsation
- Parking brake: Apply and verify hold and release

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Road Test (continued)

- Verify quality of radio reception in AM/FM/SAT bands
- Verify cruise control/ACC (if equipped) functions
- Verify Audi side assist functionality (if equipped)
- Climate control: Check all functions and ensure proper A/C cooling
- Seat heating/ventilation (if equipped): Inspect for proper operation
- Navigation function (if equipped): Activate NAV and follow directions back to dealership

Post-Road Test Inspection

- Interrogate fault memory using the Scan Tool and print Diagnostic Log
- Record final mileage on checklist and sign checklist
- Ensure the yellow tire pressure tag is installed on steering wheel

Showroom Display/Inventory Storage/Demo Vehicle

- Install showroom charger to ensure battery remains charged at all times
- Apply Inventory Maintenance Sticker
- Install permanent wiper blades (if for showroom display or demo use)

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Audi Vehicle Detail Report

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Warning: Do NOT use accessories (radio, etc.) while performing detail, as this can discharge the battery.
Refer to TSB 2009967 for Detailer responsibilities, specific use of chemicals, and for part numbers to order materials

Exterior – Prior to Delivery

- Remove protective covering
- Wash/Dry vehicle exterior including inside door jambs and under trunk
- Inspect painted surfaces/molding/glass and remove any residue
(If any defects [scratches/dings/dents/body damage] are found, contact your supervisor to arrange for immediate repair)
- Inspect body for paint defects and damage
- Check interior floors, sunroof, trunk, front and rear windshield and all windows for water leaks
- Apply 3M Perfect-It™ Paste Wax
- Clean front and rear windshield using 3M™ Glass Polishing Compound.
Refer to TSB 2020552 for details
- Apply 3M Performance Finish wax to the wheels (**except chrome wheels**) to protect rims from brake dust

Under Hood – Prior to Delivery

WARNING: DO NOT TOUCH ORANGE HIGH VOLTAGE WIRES (Q5 hybrid only)

- Wipe down engine compartment and remove excess water from grille and hood area
Important: **Do not use dressings or chemicals containing silicone!**

Interior – Prior to Delivery

- Clean all glass/sunroof (if equipped/interior rear view mirror and visor mirrors)
- Remove all trim protection/coverings/stickers/decals
WARNING! Do not remove airbag warning triangle/warning labels
- Check upholstery/clean as required
- Check for excessive grease on seat tracks/clean as required
- Check all interior surfaces/compartments (including sun visors/headliner) for mark or fingerprints. Clean as required
- Vacuum carpet
- Check luggage compartment and vacuum
- Install front/rear floor mats (including locking clip/tabs if applicable)/check that color matches

Final Detail Quality Inspection

- Re-inspect vehicle for surface scratches, swirl marks, paint chips, dents, wax residue, dust, or lint, preferably in an area where vehicle is to be delivered. If this is not possible, inspect vehicle in shop under fluorescent lights or in bright sunlight

2013 Q5 | Inspection Verification

Client _____ VIN _____ Delivery Date _____

Audi Brand Specialist

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Audi Brand Specialist Signature Date

Porter

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Porter Signature Date

Technician

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Technician Signature Date

Detailer

I certify that all operations have been completed and this vehicle has been prepared in accordance with Audi Procedures and Quality Standards.

Detailer Signature Date

Would you like to schedule a Second Delivery?

Yes _____ No _____
Date Time

By signing, I confirm all items in this checklist have been thoroughly reviewed with me and the statements below are true.

- ▶ Vehicle is clean and free of problems
- ▶ Received all keys and owner's documentation
- ▶ Satisfied with features and controls explanations

Customer Signature Date