PERFECT DELIVERY INSPECTION (PDI)

Audi

2015
Q5/Q5 hybrid/SQ5/Q5 TDI
Audi Delivery Guidelines

Client _____

Stock No. _____

Delivery Date _____

VIN _____

Pre-Delivery

Ensure Final Vehicle Quality Inspection Is Completed

☐ Enroll customer in Audi connect Services (http://MyAudiconnect.com)(if equipped and Audi connect Request to Initiate Services and T-Mobile T&C are signed) (USA ONLY)

☐ Deactivate the connection prompts for the online services (TEL function button > Settings > Connections > Data Connection > select Without request) (USA ONLY)

☐ 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.audi.com/bluetooth for compatible phone list. Click on appropriate country.

☐ Adjust mirrors, seats, and steering column to customer preference

☐ Assist with radio station presets

☐ Show how to connect iPod/MP3. Demonstrate AMI, 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

☐ Demonstrate dialing from directories/phonebook/call lists (received, missed, dialed calls)

☐ Refer to www.audi.com/bluetooth for compatible phone list. Click on appropriate country

☐ Demonstrate conference calling (enable in the MMI under Telephone > Call Options menu)

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

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1 of 4

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Introduce MMI Navigation System

☐ Review the MMI controls and basic functionality (buttons: function, on/off, arrow control, and back)

   ☐ Input letters, numbers, symbols, add a space, delete a character

   ☐ Moving a map and adjusting the sound distribution

Audi connect (USA ONLY) (if equipped)

☐ Activate services prior to customer arrival and provide overview of features

☐ Ensure customer has requested activation of Audi connect

   ▸ Explain the purpose of setting up a myAudi account at my.audiusa.com/Audiconnect
   ▸ Explain trial period for Audi connect and how to extend service
   ▸ Explain Wi-Fi hotspot capabilities
     Have the customer set up their Wi-Fi password Via TEL > Settings > Wi-Fi Settings > Select "Password." Ask the customer to enter an easy way to remember the password of at least 8 characters. Then Select "Apply settings" to save it

☐ Point out that the Audi connect Brochure (located in the glove box) contains additional information for customer review after delivery

☐ Show traffic reports (via your 4 year SiriusXM subscription), fuel updates, weather information, and real-time news feeds

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])

☐ 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 set the ambient lighting in the vehicle interior (if equipped)

☐ Explain Tire Pressure Monitoring System and how to reset in the MMI

Media Overview

Radio (AM/FM/SAT)

☐ Show how to program preferred radio stations (press and hold knob)

☐ 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.

☐ Explain the settings for the Bang & Olufsen® system (if equipped)

☐ Explain to the customer that they have a 3 month free subscription to Sirius Satellite Radio and demonstrate how to get to the satellite band. Show them the SiriusXM Satellite Radio insert from the glove box, point out the station guide list, and demonstrate presetting a station of their choice for them.

Audi Music Interface and CD/DVD Media

☐ Show the location of the AMI interface and standard iPod cable

☐ Explain the different available cable options for different media (i.e. iPod, USB, Aux, etc)

☐ Explain CD/DVD loading/unloading

Jukebox – Hard drive

☐ Capacity (20 GB/up to 3,000 songs)

☐ Supported file extensions and formats per MMI manual

☐ Demonstrate importing and sorting from SD Card/Retail Audio CD. See owner's manual for supported file formats and maximum bitrates

Video Capability (MMI3G+)

☐ Demonstrate Video Playback using the SD media, Jukebox, & DVD media

☐ Explain acceptable video formats

Interior

☐ Demonstrate climate control functions and how to activate heated seats and mirrors (if equipped)

☐ Demonstrate multifunction steering wheel functions (toggle, scrolling, menu button)

☐ Explain wiper (front/rear)/washer system/rain sensor

☐ Demonstrate sunroof and sunshade operation (if equipped)

☐ Demonstrate how to adjust the seats and the seat memory function (if equipped)

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Interior (continued)

☐ Demonstrate glovebox function

☐ Show Homelink® location and setup (if equipped)

☐ "Passenger Side Airbag Off" light: Explain that it illuminates if no occupant in passenger seat or if occupant is "out of position"

☐ 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

☐ Show how to set the clock, daylight savings time and time zone manually

☐ Point out thermo cup holder (if equipped)

☐ 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)

In Car Video Tutorials

☐ Show the customer how to view the In Car Video Tutorials. Select the Car function button > Owner's Man. control button and follow the prompts.

☐ Point out these videos can also be viewed in the following ways:

- ▸ Via the USB launcher found in the "Quick Questions & Answers Guide"
- ▸ Via www.auditechnology.com
- ▸ Via www.audiusa.com/help/video-tutorials

Exterior

☐ Demonstrate locking/unlocking vehicle with Standard Intelligent Key/Advanced Key (if equipped).and programming of keys (2 master, 1 emergency, 1 valet)

☐ (If equipped with Keyless entry) Explain to the customer that the vehicle is set from the factory to unlock only the door that is approached. Show them in the MMI under vehicle settings, where they can select their central locking preference and adjust it to "all doors" if preferred.

☐ Demonstrate how to operate the power tailgate via the remote control master key, driver's door, and tailgate

☐ Demonstrate trunk lid functionality, including the height adjustment. Adjust the height to customer preference

Exterior (continued)

☐ Show how to open fuel door – push / pull release (show AdBlue fill – TDI only)

☐ Explain the misfuel inhibitor feature on the fuel tank (TDI only)

☐ Explain AdBlue and messages shown if AdBlue level is low or empty (TDI only)

☐ Advise the customer to 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)

Owner's Documents

☐ Take the Quick Questions & Answers Guide from the glove box, open it, and demonstrate how to use it with the customer

☐ Explain the USB launcher use

☐ ABS should insert their business card in the slots available next to the USB launcher

☐ Explain the "text to phone" features for viewing tutorials on a smart phone or at the Audi Technology website: www.auditechnology.com

☐ Owner's Manual, MMI Manual and other manuals as equipped

☐ 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

☐ Review the recommended maintenance schedule. Explain the importance of getting the Warranty & Maintenance Booklet stamped for each maintenance performed

☐ Tire Warranty Booklet: Explain coverage from tire manufacturer

☐ License/insurance/registration/title (if applicable)

☐ 24-Hour Roadside Assistance information; ask customer to program number in their phone

☐ Provide Audi Care Information

☐ Lemon Law Rights Booklet or Lemon Law Notice as required by law (USA ONLY)

Orientation Drive

☐ 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

☐ Discuss that foot must be on brake when starting/stopping

☐ Show how to set electromechanical parking brake

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Orientation Drive (continued)

- ☐ Hybrid only: Demonstrate hybrid operation. Explain the extended Electric Vehicle mode function and limitations
- ☐ Explain Audi drive select and how to select/change modes (if equipped)
- ☐ Demonstrate Audi parking system plus with rear view camera (if equipped)
- ☐ Explain the purpose of Start-Stop (fuel economy/CO2)
- ☐ Demonstrate the engine Start-Stop-System (on applicable models)
- ☐ Explain what happens during start-stop system transitions (feels and sounds)
- ☐ Show how to enable and disable the start-stop system
- ☐ Set the Start-Stop function to the customer's preference
- ☐ 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)

Orientation Drive (continued)

- ☐ Activate and demonstrate navigation system with real-time traffic (if equipped)
- ☐ If equipped with front and rear park sensors, show the customer how they can customize the volume through the MMI under "Driver Assist>Parking Aid".

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 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 _____

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 _____