



2017 Q5/SQ5

Audi Delivery Guidelines

Client _____ Stock No. _____ Delivery Date _____

 VIN _____

Delivery Inspection

- Ensure that final vehicle quality inspection is completed
- Inspect exterior for damage, dings, dents and surface scratches
 - Verify that vehicle is equipped as specified and that all accessories have been installed
 - Check interior for cleanliness, grease marks and damage
 - Check that floor mats are locked in place
 - Ensure tire pressures are set to "normal Customer load" conditions and calibrate (store) the Tire Pressure Monitoring System (TPMS) prior to Delivery.
 - Repair all defects prior to customer delivery
 - Ensure that customer has requested activation of Audi connect®; activate Audi connect® prior to customer arrival at MyAudiconnect.com. Only if Audi connect "Request to Initiate Services" and Terms & Conditions have been signed. Applies only to vehicles equipped with Audi connect® USA only

Customer Priority Topics

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

1. _____
2. _____
3. _____

Priority Delivery Topics

- Audio System
- BLUETOOTH mobile phone pairing
- Driver assistance features
- Media device ports
- Navigation
- Seat fitting
- Set-it and forget-it
- Voice controls

Exterior

- Advise the customer to use only oil that meets Audi standards
- Trailer hitch provision in the electrical cable tree; towing capacity of 4,400lbs. (w/ 440 pound tongue-weight)
- Spare tire
- Tool kit with jack

Interior

Driver Controls

- Instrument cluster, driver information systems, and steering wheel controls.
- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights
- Automatic climate control
- Power outlets

Driver Controls (continued)

- Glove box
- Power tailgate open & close
- Power windows: Power retention until front door is opened, one-touch up/down operation for all windows, pinch protection for all windows
- Power-adjustable, heated exterior side mirrors with power-folding, & auto dimming
- Manual rear-side window sunshades
- Panoramic sunroof with tilt, slide and power sunshade features
- Auto-dimming rear view mirror with digital compass
- Garage door opener (HomeLink®) 3-channel remote transmitter in overhead console
- Electric rear window defogger w/ automatic timed shut off feature
- Thermo heated/cooled cupholder



 Client

Steering

- Demonstrate the multifunction steering wheel
- Tilt and telescopic adjustable steering column

Seating

- Demonstrate how to adjust the seats
- Heated front seats (three-step)
- Split folding rear seats
- "Passenger Side Airbag Off" light
- Removable cargo floor for access to spare

Owner's Documents

- Owner's manual, MMI® manual and other manuals as equipped
- Take the Quick Questions & Answers Guide from the glove box, open it, and demonstrate how to use it with the customer
- Explain the "text to phone" features for viewing tutorials on a smartphone or at the Audi Technology website: www.auditech-nology.com
- Tire Warranty Booklet: Explain coverage from tire manufacturer
- 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
- Lemon Law Rights Booklet or Lemon Law Notice as required by law
- Provide Audi Care information
- Help customer program the 24-hour Roadside Assistance number into their phone: 1-800-411-9988

Infotainment

- Review the MMI® controls and basic functionality
- Audi Music Interface
- SiriusXM® Satellite Radio with 90-day trial subscription (if equipped)
- HD Radio™ Technology
- Demonstrate the scanning, tuning, and seek functions, as well as how to save favorites
- Voice control
- BLUETOOTH® wireless technology & streaming audio for compatible devices
- Audi connect® with six-month trial subscription

Infotainment (continued)

- Explain Wi-Fi® hotspot capabilities
- Explain the Nav-Data-Update process via the customer's MyAudi account
- Show how to manually set the clock, daylight savings time and time zone

Orientation Drive

Vehicle Systems

- Idle start/stop efficiency system
- Electromechanical parking brake
- Tire pressure monitoring system (TPMS)
- Review Hybrid power system features & settings

Suspension

- Electronic Dampening control (Audi drive select)
- Adaptive air suspension

Driver Assistance

- Audi advanced key - keyless start, stop and entry
- Explain the windshield wiper and washer functions
- Parking system plus with rear view camera (front and rear acoustic sensors)
- Adaptive cruise control with Audi pre sense® front
- Audi drive select
- Audi side assist

Wrap up

End the orientation drive in the service write-up area

- Tour the service department and introduce the customer to the Service Manager and Service Consultant
- Set up first service appointment
- Ask the customer if you can program the service department's phone number into their phone
- Ask the customer if they would like to have the Audi Technologist phone number added to their phone contacts: 1-855-750-TECH (8324)



Client

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