



# 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




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 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](http://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 smartphone integration: Apple® CarPlay and Google™ Android Auto integration

### Infotainment (continued)

- Audi connect® with six-month trial subscription
- 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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Time

No

**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