



2018 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
- Advise the customer that Audi recommends using top-tier detergent gasoline that matches vehicle requirements
- Trailer hitch with 4,400 lb towing capacity with trailer brakes (1,650 lb towing capacity without trailer brakes) and vehicle is prewired for brake controller installation (440 lb tongue capacity)

Interior

Driver Controls

- Instrument cluster, driver information systems, and steering wheel controls
- Audi virtual cockpit (if equipped)
- Demonstrate how to operate exterior lights
- Demonstrate how to operate interior lights

Driver Controls (continued)

- Ambient LED interior lighting settings (if equipped)
- Automatic climate control
- Power outlets
- Glove box
- Comfort front armrest
- 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, and auto dimming
- Manual rear-side window sunshades (if equipped)
- Panoramic sunroof with tilt, slide and power sunshade features (if equipped)
- Auto-dimming rear view mirror with digital compass

 Client

Driver Controls (continued)

- Garage door opener (HomeLink®) 3-channel remote transmitter in overhead console
- Power tailgate with programmable opening-height adjustment (if equipped)
- Spare tire
- Tool kit

Steering

- Demonstrate the multifunction steering wheel
- Tilt and telescopic adjustable steering column
- Steering wheel mounted shift paddles (if equipped)
- Heated steering wheel (if equipped)

Seating

- Demonstrate how to adjust the seats
- Driver and front passenger comfort head rests (if equipped)
- Heated front seats (three-step) (if equipped)
- Heated rear seats (three-step) (if equipped)
- Ventilated front seats (three-step) (if equipped)
- Split folding rear seats
- "Passenger Side Airbag Off" light
- LATCH childseat-mounting points

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 sound system (if equipped)
- Audi Music Interface
- Bang & Olufsen® sound system (if equipped)
- MMI® navigation plus (if equipped)
- MMI® touch with handwriting-recognition technology (if equipped)
- CD/DVD/SD card slots
- 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
- Audi connect® with six-month trial subscription
- Wi-Fi® hotspot capabilities and 4G LTE connectivity (if equipped)
- Inrix Online® Traffic
- 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 (if equipped)

Suspension

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

Driver Assistance

- Audi advanced key - keyless start, stop and entry with hands-free trunk release
- Explain the windshield wiper and washer functions



Client _____

Driver Assistance (continued)

- Parking system plus with rear view camera (front and rear acoustic sensors)
- Parking system plus with top view camera system (360° view, four cameras, four front and rear acoustic sensors) (if equipped)
- Cruise control with coast, resume and accelerate features
- Adaptive cruise control with stop & go and traffic jam assist (if equipped)
- Audi pre sense® basic
- Audi pre sense® city: Pedestrian and vehicle collision warning and braking initiation
- Audi active lane assist (if equipped)
- Audi drive select
- Audi side assist with Audi pre sense® rear: Rear Cross Traffic Alert & Vehicle Exit Assist (if equipped)
- High-beam assistant (Driver Assistance Package)

Driver Assistance (continued)

- Collision avoidance assist (Driver Assistance Package)
- Turn assist (Driver Assistance Package)
- Head-up display with navigation and assistance systems information (if equipped)
- Traffic sign recognition (includes vehicle speed warning and sign recognition)(Driver Assistance Package)

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)

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