



# 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

- |   |   |
|---|---|
| <input type="checkbox"/> Audio System                   | <input type="checkbox"/> Navigation           |
| <input type="checkbox"/> BLUETOOTH mobile phone pairing | <input type="checkbox"/> Seat fitting         |
| <input type="checkbox"/> Driver assistance features     | <input type="checkbox"/> Set-it and forget-it |
| <input type="checkbox"/> Media device ports             | <input type="checkbox"/> 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
- 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

### Infotainment (continued)

- 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