

# 2021 Q5/Q5 PHEV/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
  - Complete myAudi registration, Audi connect trial activation, and key user verification prior to customer arrival. Ensure customer has agreed to Audi connect Terms & Conditions and has set the 4-digit S-PIN in the myAudi smartphone app.
  - Complete the Key User Pairing in the vehicle (if equipped)
  - Provide completed Audi phone box registration form to customer (if equipped)

### Customer Priority Topics

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

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Priority Delivery Topics

- Voice Recognition
- Navigation System
- BLUETOOTH® mobile phone pairing
- Audio System (with smart phone integration)
- Door Locks/Keyless Entry
- Trunk/Hatch/Tailgate - Hard to Open/Close
- Tire Pressure Monitoring System - Indicators
- Cruise Control System

### Exterior

- Advise the customer to use only oil that meets Audi standards
- 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
- Ambient LED interior lighting settings (if equipped)

### Driver Controls (continued)

- 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 interior rear view mirror with digital compass



Client \_\_\_\_\_

**Driver Controls (continued)**

- Garage door opener (HomeLink®) 3-channel remote transmitter in overhead console (if equipped)
- Electric rear window defogger w/automatic timed shut off feature
- Power tailgate open and close
- Power tailgate with programmable opening-height adjustment
- Spare tire
- Tool kit with jack

**Steering**

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

**Seating**

- Demonstrate how to adjust the seats
- Driver and front passenger comfort head rests
- 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
- 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

**Owner's Documents (continued)**

- 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)
- Bang & Olufsen® sound system (if equipped)
- MMI® Navigation plus (if equipped)
- MMI® touch with handwriting-recognition technology (if equipped)
- CD/DVD/SD slots
- SiriusXM® Satellite Radio with 90-day trial subscription
- Tune to SiriusXM and show SiriusXM presets and customize based on customers listening preferences
- Show differences of SAT vs IP channels through the On Demand category in SiriusXM with 360L equipped vehicles
- 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 interface: Apple® CarPlay and Google™ Android Auto integration
- Audi connect® with six-month trial subscription
- Explain Audi connect® CARE features (assistance and security systems available without subscription for a limited time)
- Wi-Fi® hotspot capabilities and 4G LTE connectivity
- 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
- Review Audi Phone Box Customer Form and ensure Serial Number is listed

**Orientation Drive**

**Vehicle Systems**

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



Client \_\_\_\_\_

**Suspension**

- Adaptive suspension (if equipped)

**Driver Assistance**

- Audi advanced key - keyless start, stop and entry (if equipped)
- Explain the windshield wiper and washer functions
- 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® front: 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)

**Driver Assistance (continued)**

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

**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 New Vehicle Orientation?**

- Yes \_\_\_\_\_  
Date
- No \_\_\_\_\_  
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