



2021

Q5/Q5 PHEV/ Q5 Sportback/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
- 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
- MMI(r) with Audi smartphone interface
- 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
- Tow hitch with 4,400 lb (2,000 lb for PHEV) towing capacity with trailer brakes (1,650 lb towing capacity without trailer brakes; vehicle is prewired for brake controller installation). Maximum tongue weight of 440 lb (200 lb for PHEV)

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

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®)
- Electric rear window defogger w/automatic timed shut off feature
- Power tailgate open and close
- Power tailgate with programmable opening-height adjustment
- Spare tire (if equipped)
- Tool kit with jack

Steering

- Demonstrate the multifunction steering wheel
- Tilt and telescopic manually adjustable steering column (power adjustable steering column optional)
- 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)
- Heated rear seats (three-step) (if equipped)
- Ventilated front seats (three-step) (if equipped)
- Split folding and sliding second row
- "Passenger Side Airbag Off" light
- LATCH childseat-mounting points
- Removable cargo floor for access to spare (excluding Q5 PHEV)

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

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
- Bang & Olufsen® sound system (if equipped)
- MMI® Navigation plus (if equipped)
- 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
- Check radio settings and ensure 'Online additional data' is toggled on and 'online station tracking' is set to Automatic
- 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® wireless CarPlay, 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
- 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-(PHEV only)

Suspension

- Adaptive/Air suspension (if equipped)



Client _____

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)
- Top view camera system (if equipped)
- Park Assist (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 lane departure warning/active lane assist
- Audi drive select
- Audi side assist with Audi pre sense® rear: Rear Cross Traffic Alert & Vehicle Exit Assist
- 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 _____ 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