



Audi IQS Report

Audi On Track – IQS Newsletter

MMI™ Overview

The main MMI™ controls are intuitive and simple to use. The four unmarked control buttons surrounding the center control knob correspond to their respective positions on the corners of the MMI™ display. The functions displayed on the screen change depending on which feature of the MMI™ is currently being used.

Each function of the MMI™ will display a different set of menu items for the control buttons:

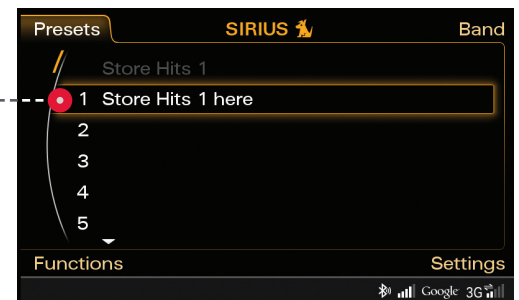
- ▶ **NAVIGATION** mode menu selections: **Route, Info, Destination and Settings**
- ▶ **RADIO** mode menu selections: **Presets, Band, Functions and Settings**
- ▶ **MEDIA** mode menu selections: **Import, Source, Settings and Functions**
- ▶ **TEL** mode menu selections: **End call, Dial and Settings**

(Note: that the purpose of a control button can change while within sub-menus of any specific function. Become familiar with the logic and structure of the menus and control buttons to better explain these features to your customers.)



Front Audio Controls: Setting Station Presets and Loading Files into the Jukebox

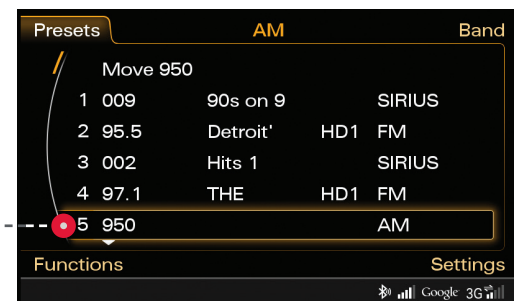
One of the most important things a customer needs to know is how to set Presets for their favorite radio stations. Although their favorites should be set at delivery, it is certain that at some point they will want to change or add to their selections. Knowing how to perform this and other advanced functions will help customers better enjoy their ownership experience.



Setting Station Presets

Choosing a mix of stations and saving them to Preset locations is a simple process:

1. Press the “**RADIO**” function button multiple times to choose your music band; AM, FM or SiriusXM™.
2. Tune to a desired station using the control knob and press it to select.
3. Press and hold down the control knob, this will take you to the Presets screen.
(Note: On A6, A7 and A8 models equipped with a touchpad, press and hold numbers 1-6 to store a station to any of these six Preset locations.)
4. Scroll to any of the numbered Preset locations and press the control knob again to store it to this position.



Jukebox Operation (MMI Only™)

The ability to store audio files in your MMI™ hard drive makes it a virtual Jukebox, with the ability to access your private music and video collection (up to 20GB) with no external devices. To import your files:

1. Insert or connect a memory device; (SD card, CD or other compatible memory device. *)
2. Press the “**MEDIA**” function button.
3. Press the Import control button in the upper left corner.
4. Select the Source location; SD card or other compatible memory device and then press the control button to begin loading your files.
(**Note:** Audio files cannot be imported to the Jukebox from an iPhone or iPod.)
5. Choose the ALL control button in the lower right corner to load all of the files. If there are multiple folders on the memory device, you will have to select them and load them individually. You may also select multiple individual files using the Individually control button in the lower right corner.
6. When selections have been made, select the Start import control button in upper left corner to begin loading.

Note: Please refer to the MMI owner’s manual for file format type specifications.

*USB devices require optional AMI cable available from Audi Parts & Accessories

To Access Your Jukebox Files:

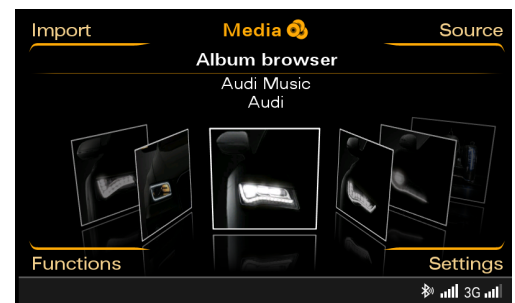
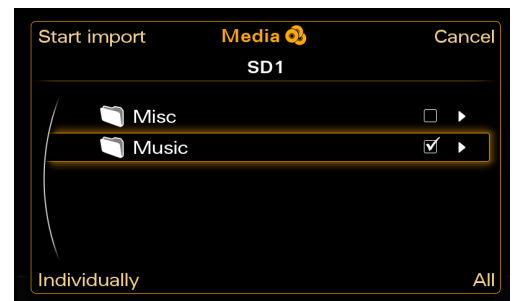
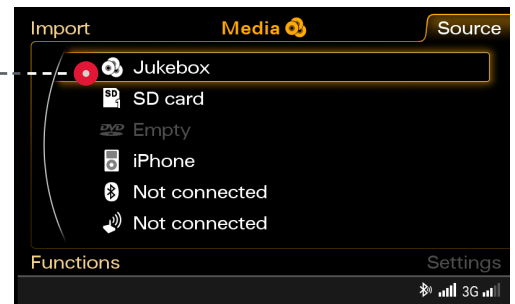
1. Press the “**MEDIA**” function button.
2. Select the Source control button in upper right corner.
3. Select Jukebox from the list of available media.
4. You can flip through albums using the control knob or by dragging your fingers across the touchpad, if equipped.

Note: The Album Browser will only display album art on files stored in the Jukebox, not from ancillary sources.

Audi IQS Newsletters and Dealer Communications

The topics for the Audi IQS Newsletters are chosen based on “Voice of the Customer” data and respond directly to top concerns of Audi owners. They are designed to help educate you and make an impact on customer satisfaction. Dealer Communications dealing with IQS topics are also distributed on occasion. You can click on the topics we have covered to date:

- ▶ **Jan:** IQS Web-Based Training & Audi Technology Customer Tutorials
- ▶ **Feb:** Audi connect™ and the “rolling Wi-Fi hotspot”
- ▶ **March:** MMI®Navigation—Manual Entry and Voice Recognition
- ▶ **Dealer Communication 2/27:** MY13 Audi Quick Q&A Guidebooks



Available Resources

1. Audi Technology Defined

You can learn how to operate and demonstrate Audi vehicle features by viewing the **Audi Technology Defined** videos at <http://www.auditechnology.com/>.

2. Quick Questions and Answers Guidebooks

Customer Group Quality has developed Quick Questions and Answers Guidebooks for most MY13 Audi vehicles; A3, A4, A5, A6, A7, A8, Q7, TT and allroad. You can access the model specific guidebooks one of two ways:

- ▶ Log into accessaudi.com
- ▶ Select Academy tab at top of page
- ▶ Select Academy Resources: Sales (Documents)

Or

- ▶ Log into accessaudi.com
- ▶ Select Vehicle Sales tab at top of page
- ▶ Select Current Model Year information (Documents)

3. Audi Advantage Site: IQS Resource Tool

J.D. Power refers to IQS issues as “Difficult To Understand or Use” or DTU items. These are potential issues for our customers and are the reason for our Initial Quality training. Helping our customers understand how to best operate the features on their new Audi model is the goal of this training. By assisting them, we improve our standing in Initial Quality and achieve an even higher perception of quality in the marketplace. To learn more about Audi features and how to describe them to customers, we have provided The Audi Advantage, a repository of information for your reference. To access this site: you can click on the link below or

- ▶ Type or cut and paste the URL into your browser: <http://audi.iqsresourcetool.com>
- ▶ This will take you to accessaudi.com where you will log in with your single sign-on
- ▶ Once entered, you will go directly to the IQS Resource Center

Thank you for your dedication to understanding the features on the Audi vehicles, and for assisting your customers in receiving the greatest enjoyment from their new Audi vehicle.

Sincerely,



Marc Trahan
Executive Vice President
Group Quality



Jamie Dennis
Director
Product Quality & Technical Service