



Das Auto.

# Volkswagen Perfect Delivery Process – Sales Consultant Delivery Checklist

<b>Vehicle Information:</b>		
VIN: _____	Model Year: _____	Model Type: _____
<b>Owner Information:</b>		
First Name: _____	MI: _____	Last Name: _____
Mailing Address: _____		Apartment Number: _____
City: _____	State/Province: _____	Zip/Postal Code _____
Home Telephone: _____	Work Telephone: _____	Email Address: _____

## Model: 2015 CC

Ensure the following critical delivery items are completed:

### 1 - Questions for your customer

1. What are the 3 most important features to your customer?

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

2. How much time does your customer have available to take delivery of their vehicle? \_\_\_\_\_

### 2 - Vehicle Preparation (Pre-Delivery)

- Verify vehicle equipped as specified and all accessories are installed
- Ensure final detail was completed, including installation of front license plate bracket (if required)
- Technician and Detailer PDI completed
- Verify completion of campaigns and required vehicle updates
- Ensure all unnecessary stickers are removed
- Verify air bag warning triangle is affixed

#### Vehicle Condition Check

Verify that the vehicle interior and exterior are clean and free of damage

- Inspect the exterior for damage, dings, dents, and surface scratches
- Check interior for cleanliness, grease marks and damage. Repair all defects prior to customer delivery
- Visually check tires for obvious damage or over/under inflation

#### Vehicle Function Check

- Verify function of all remote keys; all keys start vehicle
- Verify Satellite Radio is active
- Verify green Car-Net LED is illuminated
- Set clock to correct time

### 3 - Dealership Tour

- Introduction to Service Department (hours and personnel)

#### DoubleCheck

- Introduce DoubleCheck to customer
- Set appointment (within 30 days) with Service Consultant

### 3 - Dealership Tour Continued

- Explain the service is free and includes:
  - Check vehicle operation
  - Check fluid levels
  - Discuss any potential issues or questions about their vehicle
- Introduction to Parts and Accessories Department
- Introduction to Sales Manager/General Manager

### 4 - Owner's Documents to Explain, Review and Provide

- Sales invoice, finance paperwork
- License, insurance, registration
- Owner's Manual with business card
- Quick Reference Guide
- Warranty and Maintenance booklet
- California Emissions Warranty booklet
- Applicable Tire Warranty brochure
- Roadside Assistance Owner's Guide
- Lemon Law notice (based on state)
- Carefree maintenance brochure
- Download iOwn, owner's literature app, to the Customer's iPad (if available) or provide the Customer this link for download: <https://itunes.apple.com/us/app/vw-iown-owner-information/id848222108?mt=8>
- Car-Net brochure and disclaimer
- DoubleCheck introduction and explanation
- Knowyourvw.com explanation and send introductory email

### 5 - Feature Demonstration

#### Exterior

- Remote door lock/unlocking: explain unlock button must be pressed twice to unlock all doors
  - Keyless access w/ push button start (if applicable)
- Fuel door operation: how to unlock and close cap properly
- Trunk lid operation
- Rear seat fold-down operation

## 5 - Feature Demonstration Continued

**Bluetooth** - Connect customer's Bluetooth phone (review phone pairing instructions in Quick Start Guide)

- Pair the customer's phone with the vehicle
  - Demonstrate making a call via voice and steering wheel controls
  - Demonstrate how to answer, ignore and end calls
  - Dialing from directories/phonebook - received, missed, and dialed calls
  - [www.vw.com/bluetooth](http://www.vw.com/bluetooth) (Resource)

### Audio

- Review the Radio/CD/MP3 player and satellite radio modes (Satellite if applicable)
- Pre-set preferred radio stations and walk the customer through setting their favorite stations
- Explain scanning/tuning functions
- Show how to connect iPod/MP3. Demonstrate MDI, MP3/SD cards and Aux-in jack (if applicable)
- Demonstrate Bluetooth audio

### Navigation System Operation

- Show how to save a Home address into the Nav and demonstrate how to modify it
- Show how to store a Destination from an address
- Demonstrate how to control the map with zoom
- Demonstrate how to save your dealership as a POI
- Demonstrate how to select route preferences
- Demonstrate how to use the traffic button (RNS 510)

### Car-Net (if applicable)

- Car-Net: explain system operation and push "i-Button" to enroll
  - Explain functionality of overhead 3-button assembly

### Interior Vehicle Operation

- Seat positioning, safety belt, head restraint adjustment
  - Program memory seats and mirrors: manually and with key (if applicable)
  - Active front seat ventilation & driver seat massage (if applicable)
- Side view mirrors and defog operation
  - Power folding function (if applicable)
- Headlight operation
  - Fog Lights (if applicable)
- Cruise control location and function

## 5 - Feature Demonstration Continued

### Interior Vehicle Operation Continued

- Windshield wiper operation and service position
  - Windshield wash
  - Explain operation of Rain Sensing Wipers (Remind customer to turn off rain sensing wipers when going through a carwash)
- Climate control operation
  - Demonstrate how to activate heated seats
- Sunroof: explain comfort feature (if applicable)
- Electronic parking brake
- Explain DSG and Tiptronic operation (if applicable)
- TPMS system operation
  - How to reset/view
- Multi-Function Steering Wheel
- Homelink Remote Garage Door Opener (if applicable)
- Explain the Multi-Function Display(MFD)/Trip Computer and the information available
- Warning/indicator lights: explain fuel cap loose indicator

## 6 - Customer Acceptance

- Two master keys/key tag
- Complete Customer Delivery Checklist

## 7 - Orientation Drive

- Cruise control
- Hill Hold
- Rear View Camera (if applicable)
- Navigation operation (if applicable)

Follow-up call - Date/time: \_\_\_\_\_ DoubleCheck appointment - Date/time: \_\_\_\_\_

Volkswagen Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sales Consultant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sales Consultant's Name: \_\_\_\_\_ Date: \_\_\_\_\_