



Das Auto.

Volkswagen Perfect Delivery Process – Sales Consultant Delivery Checklist

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

Model: 2016 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 (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: _____