



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 e-Golf

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)

- ☐ Plug vehicle into high voltage charger to ensure HV-Battery is 100% charged before delivering vehicle to customer
- ☐ 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
- ☐ Install HVAC Hangtag and fan-direction decal

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 (if applicable)
- ☐ 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
- ☐ 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
- ☐ 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

5 - Feature Demonstration

Exterior

- ☐ Remote door lock/unlocking: explain unlock button must be pressed twice to unlock all doors
- ☐ Explain charging socket and charging procedures
- ☐ Explain charging override button in dashboard
- ☐ Hatch operation
- ☐ Rear seat fold-down operation

5 - Feature Demonstration Continued

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

- ☐ 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)
- ☐ Smartphone application for e-Golf

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 (if applicable)

Navigation System Operation (if applicable)

- ☐ Show how to input the customer's 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

CarNet (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
- ☐ Side view mirrors and defog operation
- ☐ Headlight operation
 - ☐ Fog Lights (if applicable)
- ☐ Cruise control location and function
- ☐ Windshield wiper operation and service position
 - ☐ Windshield wash
 - ☐ Explain operation of the rear wiper

5 - Feature Demonstration Continued

Interior Vehicle Operation Continued

- ☐ Climate control operation
 - ☐ Demonstrate how to activate heated seats (if applicable)
- ☐ Sunroof: explain comfort feature (if applicable)
- ☐ Multi-Function Steering Wheel (if applicable)
- ☐ Explain the Multi-Function Display(MFD)/Trip Computer and the information available
- ☐ Explain the following:
 - ☐ Gear lever operation (P, R, N, D, B)
 - ☐ Explain recuperation modes with gear-change paddles (D, D1, D2, D3)
- ☐ TPMS system operation
 - ☐ How to reset
- ☐ Warning/indicator lights: Explain:
 - ☐ Output, range, and battery-charge state displays
 - ☐ Energy-flow display and on-board computer
- ☐ Explain different driving profiles available (Normal, ECO, Range)

6 - Customer Acceptance

- ☐ Two master keys/one valet key/key tag
- ☐ Complete Customer PDI Checklist

7 - Orientation Drive

- ☐ Cruise control
- ☐ Hill Hold
- ☐ 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:** _____