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 Eos

1 - Vehicle Preparation (Pre-Delivery)

- ❑ Ensure final detail was completed, including installation of front license plate bracket (if required)
- ❑ Technician PDI completed
- ❑ Verify completion of open campaigns, recalls, and required vehicle updates
- ❑ Ensure all unnecessary stickers are removed
- ❑ Verify air bag warning triangle is affixed
- ❑ Install front/rear floor mats (including locking clip / tabs), check color match. If monster mats are installed, please put factory mats in trunk

Vehicle Condition Check

- ❑ 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
- ❑ Verify that the vehicle exterior is clean and free of damage, dings, dents, grease marks and surface scratches

Vehicle Function Check

- ❑ Verify function of all remote keys; all keys start vehicle
- ❑ Verify SiriusXM Satellite Radio is active and preset channels (if applicable)
- ❑ Verify green VW CarNet LED is illuminated (if applicable)
- ❑ Set clock to correct time

2 - Questions for your customer

1. **What is your customer's name?**

   _____

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

   a._____

   b._____

   c._____

3. **How much time does your customer have available to take delivery of their vehicle?**_____

3 - Dealership Tour

- ❑ Introduce customer to Service Department (hours and personnel), Parts and Accessories Department and Sales Manager/General Manager

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

- ❑ Sales invoice, finance paperwork
- ❑ License, insurance, and 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)
- ❑ 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
- ❑ CarNet brochure and disclaimer
- ❑ Knowyourvw.com explanation and send introductory email

5 - Feature Demonstration

Exterior

- ❑ Cruise control location and function
- ❑ Seat positioning, safety belt, head restraint adjustment
- ❑ Convertible top operation
- ❑ Explain Rain Sensing Wipers and operation and remind customer to turn off rain sensing wipers when going through a carwash (if applicable)
- ❑ Explain the Multi-Function Display(MFD)/Trip Computer and the information available
- ❑ Multi-Function Steering Wheel
- ❑ TPMS System - Verify proper pressure and set
- ❑ Explain DSG and Tiptronic® operation (if applicable)
- ❑ Auto Headlight operation with Coming Home feature (if applicable)
- ❑ Set multifunction indicator comfort settings
- ❑ Demonstrate headlight operation
- ❑ Demonstrate climate control operation
- ❑ Set side-view mirrors and explain defog operation
- ❑ Demonstrate windshield wiper and wash operation: front and service position
- ❑ Explain to customer how to set tire pressure
- ❑ 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 easy entry system (if applicable)

5 · Feature Demonstration Continued

Bluetooth - Connect customer's Bluetooth phone (review phone pairing instructions in Quick Start Guide)
- www.vw.com/bluetooth (Resource)
- Demonstrate how to make a call, answer a call, ignore a call, and end a call

Audio
- Demonstrate Bluetooth audio (if applicable)
- Show how to download music files onto the hard drive and play
- Explain radio functionality
- Demonstrate to your customers how to:
    - Scan and tune radio stations
    - Locate their favorite stations
    - Set radio presets
    - How to access and control Media sources

Available Resources
- Show your customer their Quick Start Guide
- If your customer has an iPhone or iPad, show them the Know Your VW app and website
- Show your customer http://www.begoodtoyourvw.com/accessories/

Navigation System Operation
- 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
- Show how to enable Navigation Traffic information (if applicable)
- Demonstrate how to select route preferences
- Demonstrate how to use the traffic button
- Demonstrate how to enter an address
- Demonstrate how to use advanced features, such as a POI, the Traffic Button, and Map Zoom

VW CarNet (if applicable)
- VW Car-Net: explain system operation and push 'i-Button' to enroll
- Explain functionality of overhead 3-button assembly

6 · Customer Acceptance

- Is your vehicle clean and free of dents, dings, and scratches?
- Are you satisfied with the feature and control explanations provided by your Sales Consultant?
- Has your Sales Consultant explained the Bluetooth, Voice Control, and SiriusXM Radio functions in your new VW?
- Do you understand how to quickly heat and cool your vehicle?
- Did your dealer review available resources with you (Quick Start Guide, Know Your VW)?
- Has your Sales Consultant set your tire pressure and are you aware of how to store a new pressure if necessary?

Follow-up call · Date/time: _____

Volkswagen Owner's Signature: _____   **Date:** _____

Sales Consultant's Signature: _____   **Date:** _____

Sales Consultant's Name: _____   **Date:** _____