



Volkswagen

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 Golf R

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 Car-Net LED is illuminated (if applicable)
- Set clock to correct time

2 - Questions or 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>
- Car-Net brochure and disclaimer
- Knowyourvw.com explanation and send introductory email

5 - Customer Orientation

Interior Vehicle Operation

- Cruise control location and function
- Seat positioning, safety belt, head restraint adjustment
- Explain windshield wiper and wash operation: front, rear, and service position
- 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
- 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
- Explain to customer how to set tire pressure and demonstrate how to store a new pressure in the TPMS if necessary
- Set side-view mirrors and explain defog operation

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
- Rear seat fold-down operation
- Hatch operation

5 – Customer Orientation 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)
- Explain radio / MIB2 App-Connect
- 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 – MIB2 App Connect
- Explain App-Connect features including Apple CarPlay and Android Auto
 - Be sure to explain that a long voice-recognition button press (1-2 seconds) is required to access Siri or Google Now. It is similar to accessing Siri or Google Now on a smartphone

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/>

Driver Assist

- Explain Forward Collision Warning with Autonomous Emergency Braking (if applicable)
- Demonstrate Adaptive Cruise Control (if applicable)
- Demonstrate Lane Assist (if applicable)
- Demonstrate Blind Spot Detection (if applicable)
- Explain Rear Cross Traffic Alert (if applicable)
- Demonstrate Park Pilot (if applicable)

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
- Demonstrate Nav voice commands (if applicable)
- Demonstrate how to select route preferences
- 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: _____