



# 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: 2016 Tiguan

### 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 (if applicable)
- 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
- Program memory seats and mirrors: manually and with key (if applicable)
- 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
- Electronic parking brake
- Multi-Function Steering Wheel
- TPMS System - Verify proper pressure and set
- Auto Headlight operation with Coming Home feature (if applicable)
- 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
- Demonstrate windshield wiper and wash operation: front, rear, and service position

#### 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)

- Dialing from directories/phonebook - received, missed, and dialed calls
- [www.vw.com/bluetooth](http://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/>

### 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:** \_\_\_\_\_