

# Volkswagen Perfect Delivery Process – Sales Consultant Delivery Checklist

Vehicle Information:        VIN:		Model Year:	Model Type:
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

#### 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
- $\hfill\square$  Verify air bag warning triangle is affixed
- Plug vehicle into a high-voltage charger to ensure HV Battery is 100% charged before delivering vehicle to customer
- 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

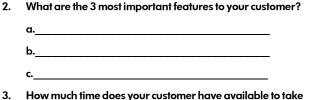
- Check interior for cleanliness, grease marks and damage. Repair all defects prior to customer delivery
- Visually check tires for obvious damage or over/under inflation
- Verify that the vehicle exterior is clean and free of damage, dings, dents, grease marks and surface scratches

#### 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 for your customer

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



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-ownerinformation/id848222108?mt=8
- Car-Net brochure and disclaimer
- Construction and send introductory email

#### **5 · Feature Demonstration**

#### Exterior

- Cruise control location and function
- Seat positioning, safety belt, head restraint adjustment
- □ Explain the Multi-Function Display(MFD)/Trip Computer and the information available
- Performance gauge cluster (if applicable)
- Set multifunction indicator comfort settings
- 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 and service position
- Remote door lock/unlocking: explain unlock button must be pressed twice to unlock all doors
- □ Keyless access w/ push button start (if applicable)
- Rear seat fold-down operation
- Hatch operation

**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

## 5 - Feature Demonstration Continued

#### 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 radia preset
  - Set radio presets
- How to access and control Media sources MIB2 App
  Explain App-Connect features including Apple CarPlay a
  - 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 <u>http://www.begoodtoyourvw.com/accessories/</u>

## **Driver Assist**

- Demonstrate Adaptive Cruise Control with Autonomous Emergency Braking
- Explain Forward Collision Warning with Autonomous Emergency Braking (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

### VW CarNet

- $\hfill\square$   $\hfill$  WW 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?
- Has your Sales Consultant set your tire pressure and are you aware of how to store a new pressure if necessary?
- Did your dealer review available resources with you (Quick Start Guide, Know your VW)?

Follow-up call - Date/time:	
Volkswagen Owner's Signature:	Date:
Sales Consultant's Signature:	Date:
Sales Consultant's Name:	Date: