



Q CERTIFIED® Sales Consultant Delivery Checklist

Stock # _____ Vehicle Identification Number (VIN) _____

Vehicle Delivery Process

- ☐ Delivery Process Overview
- ☐ Q Certified® Program:
 - ☐ Q Certified® Limited Warranty Coverage
 - ☐ Rental reimbursement
 - ☐ Auto Assistsm Membership (includes Emergency roadside assistance, Emergency travel expense reimbursement, Tire hazard protection)
- ☐ Factory Warranty Coverage (if applicable)
- ☐ Vehicle Manufacturer's Original In-Service Date: _____ (if applicable)
- ☐ Title Documents
- ☐ Vehicle Registration Process
- ☐ Vehicle Title Report

Vehicle Presentation: This list of options may not necessarily apply to your vehicle. The options on your vehicle will either depend on how the manufacturer equipped the vehicle when built or after-market accessories added after production was completed.

- | | |
|--|---|
| <input type="checkbox"/> Keyless Entry System Operation | <input type="checkbox"/> Audio System Operation |
| <input type="checkbox"/> Vehicle Starting Procedure | <input type="checkbox"/> Clock Operation |
| <input type="checkbox"/> Tilt and/or Telescopic Steering Wheel Operation | <input type="checkbox"/> Heating and Air Conditioning Operation |
| <input type="checkbox"/> Door Lock and Window Operation | <input type="checkbox"/> Climate Control Operation |
| <input type="checkbox"/> Seat Controls | <input type="checkbox"/> Mirror Operation |
| <input type="checkbox"/> Seat Belt Operation | <input type="checkbox"/> Brake Operation, Including Emergency Brake |
| <input type="checkbox"/> Air Bag Operation | <input type="checkbox"/> Anti-Lock Brake System (ABS) Operation |
| <input type="checkbox"/> Operation of Light | <input type="checkbox"/> Transmission Operation |
| <input type="checkbox"/> Window Wiper and Washer Operation | <input type="checkbox"/> Spare Tire and Jack |
| <input type="checkbox"/> Rear Window Defroster | |

Introduction To Service Department

- | | |
|--|--|
| <input type="checkbox"/> Tour of Service Department | <input type="checkbox"/> Introduction to Service Management |
| <input type="checkbox"/> Explanation of Vehicle Maintenance Requirements | <input type="checkbox"/> Maintenance Record Retention Requirements |

"We Care" One-Week Follow-up

- ☐ Best Date and Time for Call: _____
- ☐ Telephone: (Work) _____ (Home) _____ (Cell) _____
- ☐ E-mail Address: _____

We take great care to assure our customers have been walked through the vehicle delivery process to ensure full customer satisfaction.

_____ Dealer/General Manager Signature	_____ Date	_____ Sales/Delivery Signature	_____ Date
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I am acknowledging that all of the Delivery Checklist items have been covered and explained to me by my Sales/Delivery Person.

- ☐ I fully understand that I must have my vehicle maintained in accordance with the vehicle manufacturer maintenance schedule in order to be eligible for coverage.
- ☐ I fully agree to retain copies of all repair and/or maintenance repair orders. Repair orders must include my full name, Vehicle Identification Number, repair order number, description of repair and/or maintenance services performed, date services were performed, and mileage at time of service.
- ☐ I fully understand I must return my vehicle to the Q Certified® authorized Selling Dealer or their affiliate for covered repairs. If traveling away from home please contact the Q Certified® Administrator at 800-621-2130 for directions to the nearest authorized Q Certified® repair facility.

NOTE: For complete information regarding specific details, limitations and responsibilities, refer to the Q Certified® Limited Warranty.

_____ Customer Name (Print)	_____ Customer's Signature	_____ Date
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