

SYNC/SYNC WITH 911 ASSIST AND VHR



DELIVERY CHECKLIST

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911 ASSIST

- ☐ Explain the system limitations of 911 Assist (found in the SYNC supplement)
- ☐ Pair the customer's Bluetooth®-enabled mobile phone(s)
- ☐ Set 911 Assist "ON" during the pairing process
- ☐ Explain how to cancel a call that SYNC places to 911
- ☐ Show how a 911 call can be transferred seamlessly to the handset (if the occupant needs to leave the vehicle for any reason) by picking up the connected phone, turning off the ignition and opening the door
- ☐ Explain that vehicle occupants should always be prepared to call 911 on their own without the aid of SYNC

Note: The vehicle's electrical system (including the battery), the wireless service provider's signal and a connected mobile phone all must be available and operating for 911 Assist to function properly. These systems may become damaged in a crash. The paired mobile phone must be connected to SYNC and the 911 Assist feature enabled in, order for 911 to be dialed.

VEHICLE HEALTH REPORT (VHR)

- ☐ Explain how VHR operates, including that data is transmitted using the owner's mobile phone
- ☐ With the owner, set up their SYNC owner account and activate Vehicle Health Report on www.syncmyride.com
- ☐ During the activation, set your dealership as the preferred servicing dealership
- ☐ Set the mileage prompt in the vehicle to remind owners to run the VHR when it's time for scheduled maintenance
- ☐ Explain how to use the voice command, "Vehicle health," to request a VHR
- ☐ Describe how to view the report at www.syncmyride.com and the information that will be provided on the report
- ☐ Demonstrate Genuine eService to the owner as a tool to schedule service online seamlessly from VHR