



☒ Completely Satisfied New Vehicle Delivery System

Vehicle Identification Number _____

PDI Date: _____

Delivery Date: _____

Pre-Delivery Check (Sales consultant performs these checks prior to delivery date.)

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I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Production Accessories (RPAs) are installed, prepared the Dealer Disclosure of Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract). Vehicle has been driven on road test and battery is fully charged.

Completed _____ (Initial)

Consultation at Delivery

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Present all glovebox material, including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature, if equipped. Emphasize the importance that the customer reviews the material.

- Review Roadside Assistance and Courtesy Transportation procedures.
- Provide state-required Lemon Law information, if applicable.

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Explain the importance of regularly scheduled maintenance and the GM Oil Life System (as equipped).

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Remind customer that, in order to better serve them, they will be receiving the Purchase and Delivery Satisfaction Survey and, if applicable, the Service Satisfaction Survey from GM.

- Advise the customer of a potential follow-up call to ensure that they are completely satisfied.

Vehicle Presentation with Customer

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Review body and paint to make sure they are clean and damage-free.

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Review exterior items, including:

- Location of hood latch, prop rod and trunk release, if applicable (Section 5)
- Location and checking procedure for all fluids (oil levels, etc.) (Section 5)
- Fuel filler door and cap operation (Section 5)
- Spare tire removal and jack location (Section 5)
- Remote Keyless Entry and Remote Start operation, if equipped (Section 2)

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Review interior to make sure it is clean and damage-free.

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Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle booklet or other supplemental feature information. Customer understanding of the described features is key to their satisfaction with the vehicle.

- Reset Average Fuel Economy on Driver Information Center (DIC), if equipped. (Section 3)
- Help the customer set personalized, programmable and memory functions, including HomeLink, if equipped. (Section 2 & 3)
- Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped (Section 1 & 2)
- Climate Control system: automatic, dual zone, and recirculation functions; heating/cooled seats, if equipped. (Section 3)
- Audio/infotainment systems: clock, radio, RDS, XM, CD, DVD, MP3 and Navigation functions, as equipped. (Section 3)
- Safety features, safety belts, child restraints and LATCH system. (Section 1)
- Inform customer of OnStar benefits and operation, if equipped. (Section 2)

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Offer orientation drive, or recommend that customer drive the vehicle for sufficient familiarization.

Service Introduction and Orientation

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Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.

- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)
- Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
- First follow-up visit scheduled for: _____

(Date)

The above items were inspected, explained, and demonstrated to my complete satisfaction, including the Lemon Law information (USA, if applicable).

Customer's signature _____

Date _____

Salesperson's signature _____

Date _____