

Today's date: _____

Delivery Sheet

Customer Name:		Purchase Date:
Address:		
City:	State:	Zip:
Cell Phone:	Home Phone:	Work Phone:
Vehicle Model:	E-mail:	
Sales Consultant:	Finance Manager:	

DELIVERY OF VEHICLE

- ___ Review all glovebox material including the Owner Manual, Maintenance Schedule, Warranty XM Radio and OnStar, if equipped.
 - Review Roadside Assistance and Courtesy Transportation procedures.
- ___ Explain the importance of regularly scheduled maintenance and the GM Oil Life System.
- ___ Review interior operations.
- ___ Review body and paint to make sure they are clean and damage-free.
- ___ Introduce customer to the service department.
 - Present service benefits (hours of operation, shuttle, early-bird, etc.)
- ___ Make sure vehicle is clean to the customer's satisfaction, interior and exterior.

X _____
Customer Signature

X _____
Sales Representative Signature

24 HOUR FOLLOW UP CALL

Are you completely satisfied with your new vehicle?

YES NO

Are you completely satisfied with me (sales representative)?

YES NO

Do you currently have any concerns with your vehicle?

YES NO

You may be receiving a survey. Do you feel you can mark "Completely Satisfied?"

YES NO

At this point, is there anything keeping you from feeling **COMPLETELY SATISFIED?**

YES NO

If yes, please explain below

Notes: _____

X _____
Sales Representative Signature

X _____
Sales Manager Signature