

Satisfaction Plus Delivery Checklist

YOUR NEW FORD

Model

Series

Colour

VIN

Dealer

License Plate



YOUR DETAILS

Name

Email

Phone

Address

Suburb

Postcode

State

YOUR DELIVERY APPOINTMENT

Delivery Date

Delivery Time

PLEASE ALLOW 90 MINUTES

DELIVERY COORDINATOR CHECKLIST (INTERNAL USE ONLY)

☐ Pre-Delivery Inspection Completed

☐ All Paper Work Completed

Owner's handbook and other literature

Roadside Assistance & Autoclub membership (where applicable)

☐ Customer details correctly recorded for CRM

☐ Trade-in documentation (where applicable)

☐ Vehicle Check

Vehicle Specification as per buyer's order

All agreed accessories fitted and operational as per buyer's order

Cleanliness of interior/exterior (all surfaces, glass, upholstery and carpets)

Operation of bonnet, boot and fuel lid releases

Operation of locks and keys (key supplied)

Operation of windows, lights and instruments

Clock set to correct time

Vehicle Settings as per customer's online preferences

Spare wheel, jack and tools in place

WHAT WE WILL COVER AT DELIVERY

- ☐ Ford Service Benefits Experience
 - Service team introduction
 - Vehicle servicing & maintenance explanation – A, B and C intervals
 - Online service booking introduction, customer registration and offer to book
 - 3000km Peace of Mind Inspection
 - Ford Service Benefits explained (i.e. loan car, sat nav updates etc.)
 - 5 year unlimited km warranty
 - Autoclub membership nomination completed and explained to the Customer
- ☐ Customer has been given Ford Customer Letter with ACCC Fact Sheet, describing their rights under the Australian Consumer Law
- ☐ All agreed accessories fitted and operational as per buyer's order

KEY FEATURES

Features you have chosen to learn about at delivery

OTHER FEATURES

Other features you have chosen to learn about at delivery

PERSONALISATION

Confirmation follow up call / date & time

Confirmation follow up call / date & time

- ☐ I have personally inspected my new Ford. It's in good condition, damage-free and is clean inside and out.
- ☐ I acknowledge that all items on this orientation have been reviewed with me to my complete satisfaction and I have been introduced to the Ford owner website.

Customer's Signature

Date

Sales Person's Signature

Date

EXPERIENCE MORE OF YOUR FORD AT THE FORD OWNERS' PORTAL



ford.com.au/owners

A portal for maintaining and learning more about your Ford



www.youtube.com/user/fordofaustralia

Video content about Ford and animations of how your vehicle's features work.



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