Dealership Rental Playbook

Staging Vehicles Checklist

Cleanliness

Inspect the interior of the car.

pay extra attention to the area the driver will interact with including the following:

- a. Smells; body odor, tobacco, marijuana
- b. Spilled liquids; coffee, water, alcohol
- c. Food crumbs
- d. Trash

Check underneath and around seats.

Check the glove box, console, visors, and trunk.

Vacuum the entire interior thoroughly.

Multi-Media Interface (MMI) and Vehicle Reset

Reset MMI to manufacturer's default.

- a. Return address is programed
- b. Phone features are ready to connect
- c. Wifi is set up and configured correctly

Set the HVAC controls to Auto and the temp to 72 degrees.

All vents must be adjusted and centered.

Lower all headrests.

Tilt the steering wheel all the way up and forward.

Wipe the inside and outside of the glass and mirrors.

Foot pedals and footrest should also be kept as clean as possible.

Apply disinfectant on all contact surfaces.

a. Steering wheel and
column
b. Seat belts, buckles,
and latches
c. MMI controls and

g. Rearview mirror h. Gear shifter i. Dashboard and vents j. Key fob

f. Cupholders and all

open compartments

- d. Door interior panels
- e. Door handles

screen

Vehicle Exterior

Wash and inspect for damage and document in Dealerware Web. Rain and snow road grime will require a full car wash.

Dry off car completely

Damage, Maintenance, and Lost Items

Look for items left behind Contact customer immediately to let them know of their lost item

Look for missing interior parts Volume knobs, MMI navigation buttons etc

Vehicle Equipment and Information

Make sure every vehicle has the following: (if applicable)

Windshield toll pass, Current registration cards, Connected Car Device

Appendix