

This is a general vehicle evaluation form. Use a new form with each vehicle you evaluate. At times, you may want to use a (1–5) rating system—5 being best and 1 being least favorable.

Vehicle (Year/Model/Trim) \_\_\_\_\_ Date \_\_\_\_\_

1. First do a vehicle inspection. Look for any scratches, dents or excessive dirt. Open and close the doors, trunk and hood. Check oil level.
- What is your first impression of this vehicle? (1 2 3 4 5)
  - What impression do you get from the sound of the doors closing? (1 2 3 4 5)  
(Some doors will rattle if closed with the windows down)

2. Sit in the driver's seat and adjust the multi-position driver's seat and steering wheel to your driving comfort.
- Are you able to find a comfortable position? (1 2 3 4 5)
  - Are the seat controls easy to use? (1 2 3 4 5)

3. Adjust the interior and exterior mirrors.
- Are the controls easy to use/understand? (1 2 3 4 5)

4. Fasten the seatbelts and adjust shoulder belt height.

5. Start the engine. Check all gauges.
- Are the gauges/instruments easy to see and interpret? (1 2 3 4 5)

6. Adjust the heating, ventilation, air conditioning (HVAC) and set a radio station.
- Are the controls intuitive, and easy to understand and operate? (1 2 3 4 5)

7. Check the lights (low and high beam), turn signals, wipers (if equipped, rear wiper) and washer.
- Were these controls easy to find and operate? (1 2 3 4 5)

8. Begin driving experience.
- Is the transmission control/clutch easy and smooth to use? (1 2 3 4 5)

9. Check acceleration and braking under different NORMAL driving situations.
- What are your impressions of the acceleration and braking for this type of vehicle? (1 2 3 4 5)

10. Make a series of left and right turns.
- How does the steering feel? Light, quick, responsive? (1 2 3 4 5)
  - With the windows up, how quiet is the passenger compartment? (1 2 3 4 5)
  - Was there much road noise? (1 2 3 4 5)

11. After returning to the dealership, ask questions about any item on the vehicle that you did not understand.

12. List your favorable impressions. You'll find them useful when speaking with customers in the future.

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