



Auto Repair Shop Customer Follow-Up Checklist Template

 Show only Checklist

Display Style
Default 

Repair Completion & Vehicle Release

Tasks to ensure a smooth handover of the repaired vehicle to the customer.

Vehicle Ready Time

Enter time...

Technician Vehicle Inspection Signature



Vehicle Condition Upon Release

- Excellent
- Good
- Fair
- Needs Attention

Odometer Reading (Release)

Enter a number...

Key Handover Notes

Write something...

Release Instructions for Customer (if applicable)

Write something...

Release Date

Enter date...

Customer Communication & Explanation

Ensuring the customer understands the work performed and associated costs.

Explanation of Repairs Performed

Write something...

Total Labor Hours Explained

Enter a number...

Parts Cost Breakdown Explained

Enter a number...

Customer Understanding Level

- Fully Understands
- Mostly Understands
- Needs Further Explanation
- Doesn't Understand

Notes on Customer Concerns/Questions

Write something...

Authorization Received (Repair Cost)

- Yes (Written)
- Yes (Verbal)
- Pending Authorization

Warranty Information & Documentation

Providing relevant warranty details and paperwork to the customer.

Warranty Claim Number

Write something...

Detailed Description of Work Under Warranty

Write something...

Mileage at Time of Repair

Enter a number...

Date of Original Warranty Start

Enter date...

Upload Original Warranty Documents

 Upload File

Warranty Type (e.g., Bumper-to-Bumper, Powertrain)

- Bumper-to-Bumper
- Powertrain
- Limited
- Other

Notes Regarding Warranty Coverage

Write something...

Payment Processing & Invoicing

Handling payment transactions and providing a clear invoice.

Invoice Number

Subtotal

Tax Amount

Total Amount Due

Payment Method

- Cash
- Credit Card
- Debit Card
- Check
- Online Payment

Payment Notes (if applicable)

Write something...

Payment Date

Enter date...

Customer Signature (if applicable)

Feedback & Review Request

Soliciting customer feedback and encouraging online reviews.

Did the customer express overall satisfaction?

- Yes
- No
- Neutral

Customer comments regarding their experience:

Write something...

Were they asked to leave a Google Review?

Yes

No

Were they asked to leave a Facebook Review?

Yes

No

Which review platforms were offered?

Google

Facebook

Yelp

Other

Review Platform URL (if provided)

Write something...

Service Record Updates

Updating the vehicle's service history for future maintenance.

Service Date

Enter date...

Description of Services Performed

Write something...

Mileage at Service

Enter a number...

Parts Replaced (List)

Write something...

Labor Hours

Enter a number...

Technician Performed Service

- Technician 1
- Technician 2
- Technician 3

Follow-up Communication (Future Service)

Scheduling a follow-up call or email for future service needs.

Next Service Reminder Date

Preferred Contact Method

- Phone
- Email
- Text Message

Notes Regarding Future Service Needs

Mileage at Next Service (Estimated)

Type of Future Service Anticipated

- Oil Change
- Tire Rotation
- Brake Inspection
- General Maintenance

Customer Satisfaction Survey

Administering a satisfaction survey to gauge customer experience.

Overall, how satisfied were you with the service you received?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

On a scale of 1-10 (1 being very slow, 10 being very fast), how would you rate the speed of our service?

How would you rate the clarity of the explanations provided by our team?

- Excellent
- Good
- Fair
- Poor

What did we do well?

Write something...

How could we improve?

Write something...

Would you recommend our shop to a friend or family member?

- Yes
- No
- Maybe