



Automotive Workshop Workshop Customer Vehicle Handover & Final Review Checklist 2026

Pre-Handover Vehicle Inspection

A final physical assessment of the vehicle to ensure all repairs and services have been completed according to the work order and that no new issues have arisen during the repair process.

Completed Repair Items

- ☐ Oil & Filter Change
- ☐ Brake System Inspection/Repair
- ☐ Tire Rotation & Balancing
- ☐ Fluid Level Top-ups
- ☐ Diagnostic Scan & Error Code Clearance
- ☐ Belt & Hose Inspection

Identified Secondary Issues

Write something...

Post-Repair Photo Evidence

 Upload File

Overall Vehicle Condition Grade

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Requires Immediate Attention

Technician Final Verification

Service Completion & Quality Assurance

Verification of all specific line items on the job card, including fluid levels, tire pressures, part installations, and functional testing of newly repaired components.

Completed Service Items

- ☐ Oil & Filter Change
- ☐ Brake System Inspection
- ☐ Tire Rotation & Balancing
- ☐ Fluid Top-ups (Coolant/Brake/Washer)
- ☐ Diagnostic Scan Completed
- ☐ Battery Health Test

Brake System Performance Status

- ☐ Passed
- ☐ Passed with Advisory
- ☐ Failed - Urgent Repair Required

Discrepancies or Technical Notes

Write something...

Post-Repair Test Drive Documentation

 Upload File

Technician Quality Assurance Sign-off

Cleanliness & Presentation Standards

Inspection of the vehicle's interior and exterior to ensure it is free of grease, dust, or fingerprints, and that any removed components (like seat covers or floor mats) have been properly replaced.

Interior Cleanliness Check

- ☐ Dashboard and Console Dust-Free
- ☐ Floor Mats Cleaned and Positioned
- ☐ Windows and Mirrors Streak-Free
- ☐ No Grease/Oil Marks on Upholstery

Exterior Presentation Check

- ☐ Car Body Washed and Dried
- ☐ Tires Cleaned and Luster Applied
- ☐ Wheel Arches and Rims Cleaned

Final Vehicle Cleanliness Photo

 Upload File

Protective Materials Removed

☐ Yes

☐ N/A

Cleaning Discrepancies Noted

Write something...

Quality Controller Verification

Documentation & Paperwork Accuracy

Review of the final invoice, warranty documentation, parts certificates, and service history logs to ensure all pricing, labor hours, and technical details are accurate and transparent.

Invoice Status

☐ Paid

☐ Pending Payment

☐ Invoiced - Awaiting Authorization

Verified Documents

- ☐ Service Invoice
- ☐ Parts Warranty Certificate
- ☐ Vehicle Inspection Report
- ☐ Work Order Completion Sign-off
- ☐ Old Parts/Core Return Receipt

Invoice Reference Number

Write something...

Total Labor Hours Recorded

Enter a number...

Final Documentation Completion Date

Enter date...

Upload Signed Work Order

 Upload File

Service Advisor Verification

Customer Communication & Explanation

A structured process for walking the customer through the work performed, explaining any recommended future repairs, and ensuring they understand the warranty terms and next service interval.

Work Performed Explained

- ☐ Primary Repair Explained
- ☐ Additional Maintenance Performed
- ☐ Future Repairs Recommended
- ☐ Warranty Terms Discussed

Summary of Recommendations

Write something...

Customer Understanding Level

- ☐ Fully Understood
- ☐ Some Clarifications Needed
- ☐ Follow-up Call Required

Service Advisor Acknowledgment

Vehicle Handover & Key Management

Final steps involving the organized return of all customer belongings, the handover of keys/fobs, and the formal signing of the delivery acceptance form.

Handover Date

Enter date...

Handover Time

Enter time...

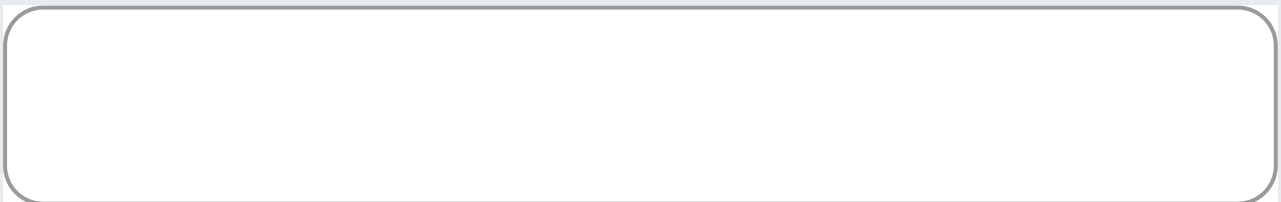
Keys and Accessories Returned

- ☐ Main Ignition Key/Fob
- ☐ Spare Key
- ☐ Vehicle Remote/Keyless Entry
- ☐ Wheel Lock Nut Key
- ☐ Vehicle Manual/Owner's Guide

Vehicle Identification Number (VIN) Verified

Write something...

Customer Acknowledgement Signature



Service Advisor Signature

Post-Handover Follow-up Setup

Scheduling the 24-48 hour satisfaction follow-up call or email and updating the CRM to trigger automated customer satisfaction surveys.

Follow-up Contact Date

Follow-up Method

- ☐ Phone Call
- ☐ Email
- ☐ SMS/Text Message
- ☐ In-Person

Follow-up Objectives

- ☐ Verify Repair Satisfaction
- ☐ Request Google Review
- ☐ Confirm Appointment for Next Service
- ☐ Upsell Future Maintenance

Assigned Service Advisor

Write something...

Follow-up Notes & Customer Feedback Summary

Write something...

Service Manager Approval

< Previous

> Next

👍 Finish

🔧 Generate Sample Report