

Visit the Vehicle (VTV)

Capture and submit an accurate VTV.



**CRITICAL TO
SAFETY**

- Record each tire's tread depth, including the spare if safe to do so.
- If DOT numbers ARE VISIBLE during the initial tire inspection (VTV):
 - Document the DOT numbers on the Mobility Device.
 - If accessible, verify the DOT number on a spare tire.
- Document the tire size on the vehicle in the notes section.
- Inspect and share the condition of wiper blades, wheels/center caps, tires, valve stems/TPMS, lug nuts, wheel locks, and any damage to vehicle with the customer.



**CRITICAL TO
QUALITY**

- Capture complete VTV information including:
 - First and last name, email and phone number
 - Mileage, VIN, license plate

If the mobility device is not available, capture the information manually.

The Whys

- Builds trust by being transparent about the condition of the vehicle.
- Sets Service Team up for the win.
- Assists us in making the best recommendation to meet the customer's needs.
- The next time customers come in, looking them up will be faster and easier.

For additional information, please reference:

- [DOT Inspection](#)
- [Mobility/VTV](#) page
- [Assembly Observation Checklist](#)