

Automobile sales services

Security

- Keep keys to all vehicles on a secured keyboard, or in individual lock boxes secured to the vehicles.
- You could also consider a computerized key machine that requires entering an individual identification code and the vehicle's stock number.
- Develop security procedures for master keys and dealer plates. Do not allow personal use of dealer plates.
- Take measures to protect vehicles on the sales lot from potential vandalism. One example would be parking cars at the ends of aisles to block entrances.

Operations

- If "loaner cars" are provided to customers, have policies in place for license verification, user contracts, insurance verification, etc.
- Before a customer is allowed to test drive a vehicle, photocopy their driver's license and make sure they sign a dealer registration plate permit form.

- If possible, designate test drive routes in areas with the least amount of traffic.
- Have an employee accompany all test drives.

Maintenance

- Vehicle maintenance and repair services should be performed by licensed, professional mechanics on your staff—never by salespeople or other unqualified personnel.
- Pre-owned vehicles should be thoroughly checked and repaired by a mechanic before they are put on the sales lot. Keep up-to-date documentation of repairs for each vehicle.

For more information, contact your Allied Insurance Loss Control representative.

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