EV Software Update

Audit Scorecard

A 15-point compliance assessment for OTA update status, workshop update process, diagnostic logs, customer consent, update verification, and record keeping

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

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How to Use This Scorecard

This scorecard evaluates EV Software Update compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	**Not in place**	Standard does not exist or has never been implemented at this dealership.
2	**Attempted**	Some effort made but inconsistent — visible gaps remain in most areas.
3	**Defined**	Standard is documented and partially followed. Some areas compliant, others not.
4	**Managed**	Standard is followed consistently. Minor exceptions occur.
5	**Fully Sustained**	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: EV software update audits should verify version confirmation, not only update initiation. A common failure is that the update process was started, interrupted (network drop, vehicle power state change), and marked as complete on the job card without the technician confirming that all modules were successfully updated to the target version. Always verify the installed version number against the target version in the OEM update portal after completion.

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Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
OTA UPDATE STATUS & CUSTOMER CONSENT							
1	Is the OTA (over-the-air) update status checked for every EV entering the workshop, confirming whether pending updates should be applied before or after the service?	○	○	○	○	○	
2	Is customer consent obtained before applying any software update that changes vehicle behaviour, appearance of the user interface, or feature availability?	○	○	○	○	○	
3	Are customers informed of what a pending update contains — particularly if it affects range reporting, charging behaviour, or driver assistance system calibration — before they are asked to consent?	○	○	○	○	○	
4	Is the customer informed if an OEM-mandated update (safety-related or required for warranty compliance) must be applied during the current workshop visit?	○	○	○	○	○	
WORKSHOP UPDATE PROCESS							
5	Is the workshop software update process documented — covering preparation steps, network connectivity requirement, update initiation, vehicle state requirements (charge level, ignition status), and completion verification?	○	○	○	○	○	
6	Are workshop-applied software updates performed using the OEM diagnostic tool and update portal, not through unofficial channels or third-party software?	○	○	○	○	○	
7	Is the vehicle confirmed as stationary, with handbrake applied and in the correct power state, before any software update is initiated — per the OEM update procedure?	○	○	○	○	○	
8	Are software updates applied by technicians trained on the OEM update process for the specific model, not by any staff member with access to the diagnostic tool?	○	○	○	○	○	
UPDATE VERIFICATION & ROLLBACK							
9	Is the software version verified as correct after update completion — confirming the update was applied to all modules as intended, not just initiated?	○	○	○	○	○	
10	Is a post-update functional check performed, confirming no new fault codes, warning lights, or feature anomalies are present before the vehicle is returned to the customer?	○	○	○	○	○	
11	Is a rollback or recovery process understood	○	○	○	○	○	

	and documented for scenarios where an update fails mid-process, leaving the vehicle in an incomplete software state?						
DIAGNOSTIC LOGS & RECORD KEEPING							
12	Is the pre-update software version and post-update software version recorded on the job card for every software update performed in the workshop?	○	○	○	○	○	
13	Are diagnostic logs from the update session retained and attached to the job card, providing a retrievable record of the update process for warranty or technical investigation purposes?	○	○	○	○	○	
14	Is software update history for each vehicle visible in the DMS, allowing future service visits to confirm what versions are installed without re-scanning the vehicle from scratch?	○	○	○	○	○	
15	Are failed or incomplete update attempts logged as a service event and reported to the OEM technical support channel, rather than only noted informally by the technician?	○	○	○	○	○	
OVERALL SCORE → / 75 = %							

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Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
OTA Update Status & Customer Consent	/20			
Workshop Update Process	/20			
Update Verification & Rollback	/15			
Diagnostic Logs & Record Keeping	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Service Manager Name	
Service Manager Signature	
Next Audit Date	

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Action Plan Tracker

EV Software Update — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Software Update non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

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How to Use This Tracker

This tracker is designed to be completed immediately following a EV Software Update audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Four-Stage Workflow

1. PENDING	2. IN PROGRESS	3. COMPLETED	4. APPROVED
Finding assigned. Owner & date set.	Work underway. Evidence being gathered.	Dealer submits evidence for review.	Auditor verifies and closes the item.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	EV Software Update / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Service Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, signed procedure, supporting evidence.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
C-01						

C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

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Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Service Manager and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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