EV Test Drive

Audit Scorecard

A 15-point compliance assessment for vehicle charge level, route planning, regen braking explanation, safety briefing, charging demo, and post-drive follow-up

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

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Scorecard

This scorecard evaluates EV Test Drive 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: The EV test drive is the most important tool for converting an EV-curious customer into a buyer. Customers who have concerns about range, charging, or driving feel need to experience answers, not hear them. Route selection and a well-timed regen braking explanation on a suitable road will do more to address range anxiety than any amount of brochure data.

AutoSmart Audit

Scorecard

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

No.	Criterion / Question	1	2	3	4	5	Notes
VEHICLE READINESS & CHARGE LEVEL							
1	Is the EV test drive vehicle maintained at a minimum charge level that allows a meaningful test drive experience — not presented to the customer with a range anxiety-inducing low battery warning?	○	○	○	○	○	
2	Is the test drive vehicle inspected before each use, confirming no warning lights, fault codes, or charging system issues are present?	○	○	○	○	○	
3	Is the EV test drive vehicle representative of the model the customer is considering — correct drivetrain, battery size, and specification level — rather than a different variant that may deliver a different performance experience?	○	○	○	○	○	
4	Is the test drive vehicle's charge level replenished after each test drive, so the next customer is not disadvantaged by a depleted battery?	○	○	○	○	○	
ROUTE PLANNING & REGEN BRAKING EXPLANATION							
5	Is the EV test drive route planned to include road types that allow the customer to experience the powertrain's key characteristics — smooth acceleration, regen braking, and quiet cabin — not only urban stop-start driving?	○	○	○	○	○	
6	Is the route planned to include a section where regen braking can be experienced safely and demonstrated by the sales advisor?	○	○	○	○	○	
7	Is the regenerative braking system explained to the customer before departure — covering what it is, how it behaves, how to adjust it (where applicable), and that it differs from conventional braking feel?	○	○	○	○	○	
8	Is the energy consumption display or range indicator explained during the drive, helping the customer understand how driving style affects range — a common EV ownership concern?	○	○	○	○	○	
SAFETY BRIEFING & CHARGING DEMO							
9	Is a safety briefing provided before the test drive covering EV-specific controls, one-pedal driving (where applicable), and any model-specific features the customer should know before driving?	○	○	○	○	○	
10	Is a charging demonstration included in the test drive experience where practical — connecting the vehicle to a charger, showing the charging process initiation, and explaining charging session management?	○	○	○	○	○	

AutoSmart Audit

11	Are the driving licence, consent, and insurance checks completed for EV test drives in the same way as conventional test drives — without shortcuts based on the assumption that the vehicle is safer?	○	○	○	○	○	
CUSTOMER QUESTIONS & POST-DRIVE FOLLOW-UP							
12	Is adequate time allocated after the drive for the customer to ask EV-specific questions — range, charging network access, home charging, battery warranty — before any purchase discussion begins?	○	○	○	○	○	
13	Does the sales advisor have sufficient EV knowledge to answer first-level customer questions accurately without needing to defer all EV topics to a specialist?	○	○	○	○	○	
14	Is the EV test drive logged in the CRM with the customer's specific feedback and any questions they raised, to inform the follow-up conversation?	○	○	○	○	○	
15	Is a follow-up contact made within 24 hours of the EV test drive, addressing any unanswered questions from the session and providing relevant supporting information?	○	○	○	○	○	
OVERALL SCORE →	/ 75 = %						

AutoSmart Audit

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
Vehicle Readiness & Charge Level	/20			
Route Planning & Regen Braking Explanation	/20			
Safety Briefing & Charging Demo	/15			
Customer Questions & Post-Drive Follow-Up	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Sales Manager Name	
Sales Manager Signature	
Next Audit Date	

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co

Action Plan Tracker

EV Test Drive — Gap Closure Framework

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

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

Powered by AutoSmart Audit | www.autosmarts.co | © 2026 AutoSmart. All rights reserved.

AutoSmart Audit

How to Use This Tracker

This tracker is designed to be completed immediately following a EV Test Drive 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 Test Drive / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Sales 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.

AutoSmart Audit

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						

AutoSmart Audit

Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Sales 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

The leading digital field audit platform for automotive distributor networks.
www.autosmarts.co