Goodwill Warranty

Audit Scorecard

A 15-point compliance assessment for goodwill eligibility, approval limits, cost sharing, and customer communication

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 Goodwill Warranty 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: Goodwill audits should check whether approvals are being driven by a documented eligibility process or by who asks loudest. A goodwill pattern that correlates more strongly with customer assertiveness than with vehicle age, mileage, or service history is a sign the eligibility framework isn't being consistently applied.

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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
GOODWILL ELIGIBILITY & CUSTOMER HISTORY							
1	Is a documented eligibility assessment conducted for every goodwill request, rather than approval being based on the customer's relationship or persistence alone?	○	○	○	○	○	
2	Is the customer's service history (regular maintenance, prior goodwill claims) reviewed before a goodwill decision is made?	○	○	○	○	○	
3	Is the vehicle's age and mileage relative to the standard warranty period factored into the goodwill eligibility assessment?	○	○	○	○	○	
4	Is prior goodwill history for the same vehicle or customer checked to avoid repeated goodwill approval for the same recurring issue without root cause resolution?	○	○	○	○	○	
APPROVAL LIMITS & MANAGEMENT AUTHORISATION							
5	Is a defined approval limit in place, specifying which goodwill values can be approved at dealership level versus requiring regional/OEM sign-off?	○	○	○	○	○	
6	Are goodwill approvals above the dealership's authorised limit escalated to the correct level before any commitment is made to the customer?	○	○	○	○	○	
7	Is segregation of duties maintained, with goodwill approval coming from someone independent of the advisor handling the customer?	○	○	○	○	○	
8	Is a record maintained of all goodwill approvals, including the approver's name and the justification provided?	○	○	○	○	○	
COST SHARING							
9	Where cost-sharing arrangements apply (dealer/OEM/customer split), is the agreed split clearly documented and applied consistently?	○	○	○	○	○	
10	Is the customer's portion of any cost-shared goodwill repair clearly communicated and agreed before work proceeds?	○	○	○	○	○	
11	Is goodwill cost-sharing data reconciled against the dealership's and OEM's financial records to confirm correct settlement?	○	○	○	○	○	
CUSTOMER COMMUNICATION & DOCUMENTATION							
12	Is the customer clearly informed that the repair is being provided as a goodwill gesture, not a contractual warranty entitlement?	○	○	○	○	○	

13	Is the customer informed of any conditions attached to the goodwill approval (e.g., one-time exception, future maintenance requirement)?	○	○	○	○	○	
14	Is a complete goodwill file (request, eligibility assessment, approval, customer communication) retained for every case?	○	○	○	○	○	
15	Is goodwill spend reviewed periodically by management to identify trends by model, fault type, or dealership that may indicate a broader product issue?	○	○	○	○	○	
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
Goodwill Eligibility & Customer History	/20			
Approval Limits & Management Authorisation	/20			
Cost Sharing	/15			
Customer Communication & Documentation	/20			
OVERALL SCORE	**/75**			

Sign-Off

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

Action Plan Tracker

Goodwill Warranty — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close Goodwill Warranty 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 Goodwill Warranty 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	Goodwill Warranty / 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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