

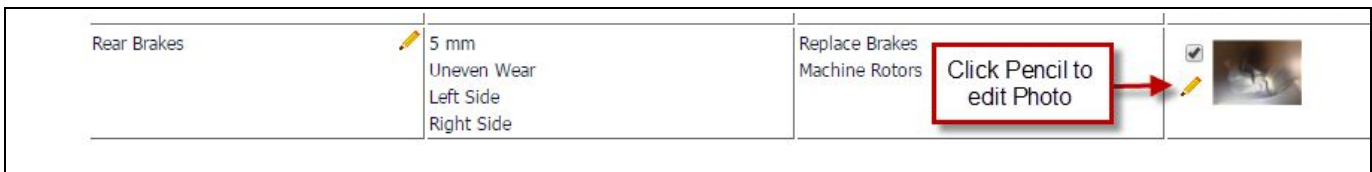
Lesson: Service Advisor Selling Inspection Results

Assumptions


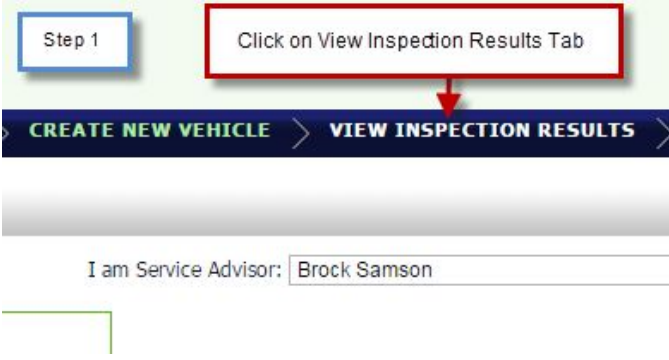
- Inspection is completed by Technician and Service Advisor reviews/edits the inspection.
- Inspection results either printed or emailed.
- Inspection results contain pictures and links to videos.
- Inspection results are sorted by good first, then future attention, then immediate attention.

Process Steps

1. Technician submits inspections .
2. Service advisor reviews the inspection results for accuracy.
3. Service advisor edits images as appropriate per the picture policy.
4. Service advisor emails the the inspection report as agreed during the drop off process when using the drop off script.
5. Service advisor call customer after agreed timeline and reviews the PDF with the customer.



Email the inspection to the customer and open the PDF when you are ready to review it with the customer.

<i>SmartFlow using TVP 2.0</i>	<i>Inspection Results Page only</i>
Sends inspection result from WorkFlow view	Sends inspection results from View Inspection Results page
 <p>Click on customer name to access customer communication console</p>	 <p>Step 1</p> <p>Click on View Inspection Results Tab</p> <p>CREATE NEW VEHICLE > VIEW INSPECTION RESULTS ></p> <p>I am Service Advisor: Brock Samson</p>

Step 1 Send as Email

Email Inspection following steps 1 and 2

Step 2 Use Search Fields to Open a Particular Inspection

Step 3 Click to Email Inspection to Customer

Step 4 Click to View Customer Version of Inspection

Select version and create PDF to view

Walk the customer through the PDF report

<i>Customer at the Counter</i>	<i>Customer opens inbox at home or work</i>
Turn around screen and tap/click on results	Open PDF and ask Customer to do the same
Walk through good things first “We have visually inspected your vehicle for the following potential issues, which are known to happen to vehicles like yours and the good news is that these are in mint condition.”	Walk through the good things first: “Can you see the list of topics checked off and with the green check mark icon? We have visually inspected your vehicle for the following potential issues, which are known to happen to vehicles like yours and the good news is that these are in mint condition.”

Courtesy Inspection w/ Education (AV Recommended)

We have inspected your vehicle with the following results:



Tim Technician, Technician



Brock Samson, Service Advisor

Good

Under Car	Observation	Action
Rear Tires	9/32 Tread Left Left Right <i>Image(s):</i> Rear Tires1.jpg Rear Tires2.jpg <i>Right-hand mouse-click on link and select 'Open Link in New Tab'</i>	

Click Link to Images to show customer



Good

Road Test		
✓ Engine cranking	✓ Warning Lights	✓ Engine Performance
✓ Chassis	✓ Alignment	✓ Braking
✓ Parking Brake	✓ Nose Dive	✓ Acceleration Squat
✓ Steering		
In Car		
✓ Horn	✓ Turn Signals/Hazards	✓ Windshield Wipers
✓ Windshield Washers	✓ Air Conditioning/Heater	✓ Brake/Running Lights
Under Hood		
✓ Engine Oil	✓ Engine Coolant	✓ Transmission Fluid
✓ Power Steering Fluid	✓ Brake Fluid	✓ Clutch Fluid
✓ Windshield Washer Fluid	✓ Drive Belts	✓ Radiator
✓ Cooling System Hoses	✓ Cooling Fans	✓ Battery
Under Car		
✓ Brake Hydraulics	✓ Front Strut/Shock	✓ Rear Strut/Shock
✓ Suspension/Steering	✓ Drive Axle Boots	✓ Exhaust System
✓ Fluid Leaks	✓ CV Boots & Joints	

“For example this picture of your rear tire shows that at the rate of your annual mileage of yyyy your tire tread depth will remain sufficient for zz years to come.”


“For example this picture of your rear tire shows that at the rate of your annual mileage of yyyy your tire tread depth will remain sufficient for zz years to come.”



Zoom in on picture of an issue found in the “Needs future Attention” category.

“Could you please go to inspection result topic Rear Brakes in the “Needs future Attention” category? Did you find it?”

Needs future Attention



Under Car	Observation	Action
Rear Brakes	5 mm Uneven Wear Rotor Warped Left Side Right Side <i>Image(s):</i> Rear Brakes1.jpg <i>Right-hand mouse-click on link and select 'Open Link in New Tab'</i>	Replace Brakes Machine Rotors Brake rotors are another critical component of the braking system, responsible for bringing your vehicle to a safe and complete stop. The brake pads clamp down on the brake rotors (or discs) - in order to stop the wheels from turning. Worn rotors lose the ability to absorb and dissipate heat which can compromise their overall strength, increasing the risk of cracking and/or failure. A warped or damaged brake rotor may contribute to premature brake pad wear and lead to more frequent brake pad replacement and an increased cost of repair. For more information click and watch: <div style="text-align: center;">  </div>

Click Link to Image to show customer issue at hand

Video for Customer to Watch at home

[Click to watch video](#)

<p>“Allow me to point out things we found, which need future attention and are due at your next visit. No urgency yet, but something to keep in mind. [If combined with today’s work it will save you money overall, since we don’t need to take apart portions of your vehicle again.]”</p> <p>Example 1: “The brake pad thickness is approaching 3 mm. At the rate of your annual mileage of yyyy it is expected to become a safety issue in about zz months. If you look at the image you see that there is also uneven wear on the rotor and it is warped. I will email you the inspection results, so you can watch the educational video when you have a little time at home.”</p>	<p>“Allow me to point out things we found, which need future attention and are due at your next visit. No urgency yet, but something to keep in mind. [If combined with today’s work it will save you money overall, since we don’t need to take apart portions of your vehicle again.]”</p> <p>Example 1: “The brake pad thickness is approaching 3 mm. At the rate of your annual mileage of yyyy it is expected to become a safety issue in about zz months. If you look at the image you see that there is also uneven wear on the rotor and it is warped. Please watch the video when you have a little time at home. “</p>
<p>Now the immediate attention topics: “May I point you to the needs immediate attention topic, Air Filter?”</p>	<p>Now the immediate attention topics: “Please check out the needs immediate attention topic, Air Filter? Did you find it?”</p>

✖ Needs Immediate Attention		
Under Car	Observation	Action
Air Filter <div style="border: 2px solid red; padding: 5px; display: inline-block; margin-top: 10px;"> Click Link to Show Customer the issue at hand </div>	Dirty <i>Image(s):</i> Air Filter.jpg <i>Right-hand mouse-click on link and select 'Open Link in New Tab'</i>	Replace The air filter is an important part of the vehicle's intake system. It allows the engine to "breathe" without the threat of contamination. As air filters get clogged with dirt, grime, and debris, the volume of intake air is restricted, decreasing performance and engine power. If ignored long enough, a contaminated air filter can cause your engine to work harder, negatively impacting both efficiency and economy. For more information click and watch:  Click to watch video
Cabin Air Filter	Dirty <i>Image(s):</i> Cabin Air Filter1.jpg Cabin Air Filter2.jpg Cabin Air Filter3.jpg <i>Right-hand mouse-click on link and select 'Open Link in New Tab'</i>	Replace The cabin air filter traps smog and other pollutants from getting inside of your vehicle. Because it filters air to the inside of the car (cabin), an old or contaminated air filter may damage the heating, ventilating, and air conditioning (HVAC) systems of your vehicle. However, the cabin air filter does a play a serious role in the quality of air you and other passengers breathe in. A new cabin air filter adequately protects against pollen, dust, bacteria, and exhaust. For more information click and watch:  Click to watch video

Direct Customer to Watch the short educational Video

“If you look at the image, you can see how the air filter is clogged and dirty. The air filter is important because it allows the engine to “breathe” without contamination. When the air filter becomes clogged it decreases engine performance. Can you see how this can impact the efficiency and economy of your vehicle? Let’s replace your air filter.”

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