

Section 5 Topics

Vehicle Preparation

- ▶ Service Contract
- ▶ Repair Order
- ▶ Multipoint Inspection Form
- ▶ Service Preparation
- ▶ Vehicle Protection



▶ **Worksheet**

Learning Objectives

- Identify information needed and the service requested on a Repair Order
- Complete Repair Order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction
- Conduct an appropriate pre-service evaluation and report or note any concerns not already on the Repair Order
- Determine the presence of an air suspension system
- Check operation and status of instrument panel viewing lights and gauges
- Identify purpose and demonstrate proper use of fender covers, mats, etc.

Repair Order

MPI Form

The Repair Order (RO) is a contract between the dealership and the customer. It is your tool for:

- With every service, the technician should also perform a multipoint inspection. The Multipoint Inspection form includes the customer's authorization for you to perform a comprehensive vehicle inspection.

031 Maintenance and General Service

Verify RO Information

RECOMMENDED SERVICES							
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
0A2A63	10,000 MILE SERVICE						
002119	LOF						
017913	AIR CLEANER						
043233	WHEEL ALIGNMENT						

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
2/14/2007	926698	5291	R.BLACK	R.WEEDA	W	369011	TRANSAXLE ASSEMBLY
2/14/2007	926699	5291	R.BLACK	A.KNEVEL	W	043233	WHEEL ALIGNMENT
1/04/2007	912236	4255	R.BLACK	R.WEEDA	W	369011	TRANSAXLE ASSEMBLY
10/29/2006	315498	2683	R.BLACK	C.LAROCCA	W	860031	RADIO TUNER ASSEMBLY

VEHICLE I.D. NO. JTNRK46K073001348		YEAR/MAKE/MODEL 2007 TOYOTA CAMRY		PRODUCTION DATE 2/24/2006		STOCK NO.	LICENSE NO.	R.O. NO. 0001
CUSTOMER NO. 0002		SERVICE CONTRACT		DELIVERED BY		SELLING DEALER NO.		R.O. DATE 6-19-2012
JOHN DOE 19001 W 190TH ST TORRANCE, CA 90802		COLOR WHITE		CONTRACT NO.		EXPECTATION DATE		EXPECTATION MILES
TURBO		MT/AT	AIR COND.	PS	ENGINE	MILEAGE 10235		ADVISOR NO. 0003
RESIDENCE PHONE 310-555-5555		BUSINESS PHONE 310-555-5555		AT	X	L4		ADVISOR R.BLACK
TIME RECEIVED 9:00AM		DATE/TIME PROMISED 6/19 4:15PM		PRIORITY B	I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate the above vehicle for the purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of the repairs thereto. You will not be responsible for loss or damage to vehicle to articles left in the vehicle in case of fire, theft, accident or any other cause beyond control.			
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		LABOR RATE \$97.35		<input checked="" type="checkbox"/>				
JOBS		C 10K SERVICE C MULTIPOINT INSPECT C RESET CUSTOMIZABLE SETTINGS W INSTALL MUDGUARD ACCY						

Verify RO Information

The ASM normally completes all the necessary information on the RO before the technician receives it. The technician, however, should verify that the information is complete and clear, and that the following vehicle information is accurate:

- Vehicle Identification Number (VIN)
- Production Date
- Mileage

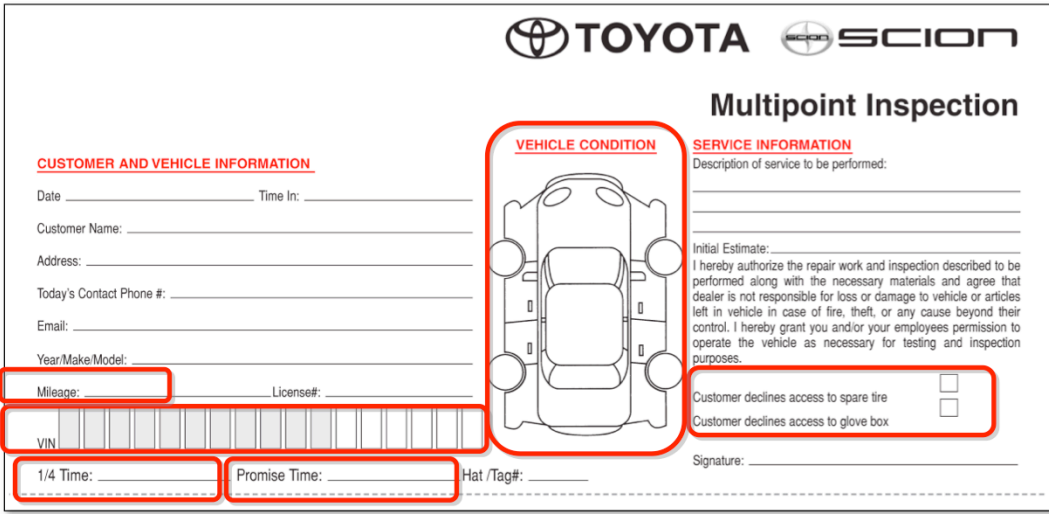
Other items on the Repair Order to carefully note:

Date/Time Promised. The customer is expecting his or her vehicle to be ready no later than the time promised. If you determine it is not possible to return the customer's vehicle by this time, notify the ASM immediately.

Work Requested. Review the work requested to be sure you know what services to perform and can verify that the promised time is reasonable.

Customer Signature. Before performing any service on the vehicle, verify the RO is signed by the customer or that a signed night-drop envelope is attached.

Multipoint Inspection Form (MPI)



Multipoint Inspection Form (MPI)

Before starting work on the vehicle:

Review the customer information on the Multipoint Inspection form to be sure it is complete.

Verify that the mileage and VIN are correct, and that the promise time matches the promise time on the RO.

Note the check boxes for access to spare tire and glove box. If these boxes are checked and you find it necessary to have access to the glove box or trunk area to properly service the vehicle, contact the ASM.

Perform a walkaround inspection of the vehicle and note any pre-existing damage not noted by the ASM. If the ASM has already identified any damage, then verify and initial the ASM's notes.

1/4 Time

Make special note of the 1/4 time. Research has shown that if there are any additional concerns found during inspection that require the customer's authorization for additional work, the customer is more likely to agree if contacted within the first 1/4 of the scheduled service time.

For example, if the customer brings her vehicle in at 10:00 am and the promise time is 2:00pm, then the service time is 4 hours and the 1/4 time is 1 hour, or 11:00am. Therefore, the inspection should be completed and the results delivered to the ASM no later than 11:00am.

Service Preparation

Perform these checks before beginning vehicle service.

Air Suspension Check



Bulb Check



Air Suspension Check

Before beginning service on the vehicle, determine if the vehicle has an air suspension system. If it does, turn it off or **disable it** to prevent the vehicle from automatically changing height during service.

Bulb Check

Inspect all of the lights and gauges in the instrument panel to **be sure all are functioning** properly.

Vehicle Protection

Be considerate.



Vehicle Protection

Have you ever had your vehicle serviced and returned to you dirty or scratched? You certainly don't want that to happen to any of your customers.

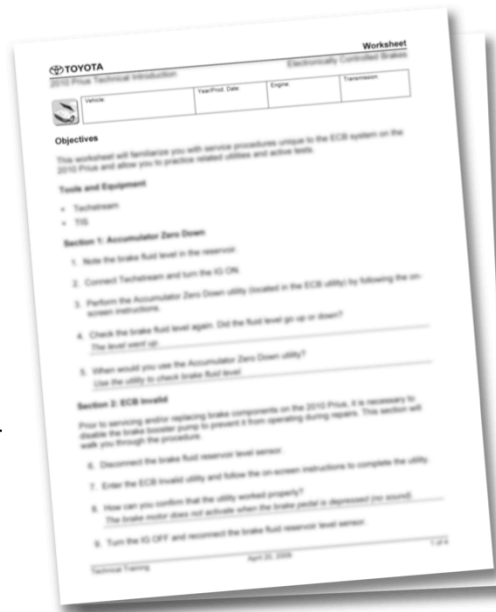
Always use seat covers, steering wheel covers, fender covers and floor mats.

Worksheet

Pre-service Evaluation

In this worksheet you will:

- Locate vehicle identification number and production date code
- Demonstrate awareness of other vehicle information labels
- Complete Repair Order to include customer information, vehicle identifying information, customer's concern, related service history
- Conduct an appropriate pre-service evaluation and report or note any concerns not already on the Repair Order
- Determine the presence of an air suspension system
- Check operation and status of instrument panel warning lights and gauges



Use this space to write any questions you may have for your instructor.

NOTES:

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