

Section 8 Topics

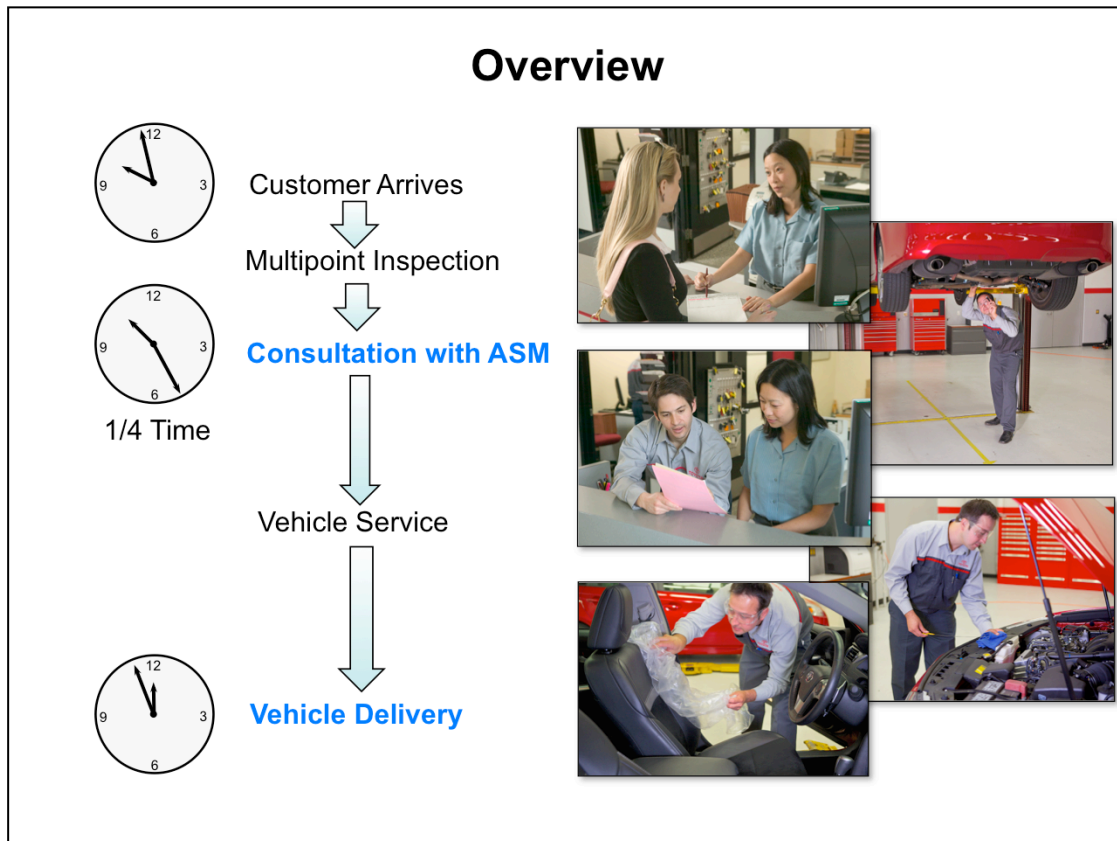
ASM Consultation and Vehicle Delivery

- ▶ Overview
- ▶ Categorize Findings
- ▶ Maintenance/Service Recommendations
- ▶ ASM Consultation
- ▶ Indicator Lights, Initialization
- ▶ Final Inspection & Delivery



▶ **Worksheet**

- Learning Objectives**
- Describe how to prepare the vehicle for return to the customer
 - Demonstrate how to:
 - Reset maintenance indicators
 - Verify status of instrument panel warning lights & gauges
 - Complete documentation on services performed



Overview

When performed correctly, servicing a customer's vehicle should not only take care of the customer's original concern, but should also include an assessment of the vehicle's overall health. The technician's tool of choice for performing an overall vehicle health assessment is the Multipoint Inspection form.

Statistics show, that on average, an MPI performed on every vehicle every time it comes in for service will **generate an additional 0.5 flat rate hours** per RO. Statistics also show that if the MPI results are delivered within the first 1/4 of the scheduled service appointment, the customer is more likely to agree to additional service work.

As a service technician, it's to your benefit to accurately report MPI results back to the ASM **as early as possible** and prioritize your findings into categories based on service importance.

Categorizing Findings

Related

Services or repairs **related** to the customer's original concern or requested service

ImmEDIATE

Services or repairs discovered during MPI that require **immediate** attention

Maintenance

Maintenance items that are due now or in the near future

Categorizing Findings

In today's competitive service market, it's not good enough to simply list all the items found during the inspection process. The active delivery process depends on an organized approach for reporting inspection findings, which means the inspection results should be prioritized in order of importance.

Toyota recommends the "RIM" approach to prioritizing inspection findings. RIM stands for the three categories, Related, Immediate, and Maintenance.

Related includes services or repairs related to the customer's original concern or requested service. For example, if the customer's concern is a headlight not working, initial diagnosis may reveal a burned out headlamp. Therefore the service that is related to the concern is to remove and replace the headlamp.

The **Immediate** category includes services or needed repairs discovered during MPI that require immediate attention. A damaged tire or a leaking brake line are examples.

Maintenance would include items such as brake pads that are nearing their minimum thickness, or an overdue oil change.

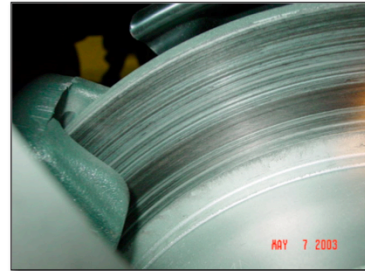
Maintenance/Service Recommendations

How would you categorize these MPI findings?

Concern: Soft brakes

Findings:

- Leaking Brake Line
- Scored Rotor
- Rusting Exhaust



NOTES:

ASM Consultation

ASM Consultation

- Categorize MPI findings in order of importance (RIM)
- Deliver items the ASM may need to show to the customer (Example: air filter, cabin air filter, battery report, etc.)
- Define service expectations and customer notifications
- Advise ASM of future vehicle needs and overall vehicle health

The form is titled 'TOYOTA SCION Multipoint Inspection'. It is divided into three main sections: 'CUSTOMER AND VEHICLE INFORMATION', 'VEHICLE CONDITION', and 'SERVICE INFORMATION'. The 'CUSTOMER AND VEHICLE INFORMATION' section includes fields for Date, Time In, Customer Name, Address, Today's Contact Phone #, Email, Year/Make/Model, Mileage, VIN, 1/4 Time, Promise Time, and Hair/Style. The 'VEHICLE CONDITION' section contains a checklist of items to inspect, categorized by vehicle type (Sedan, Hatchback, SUV/Crossover, Truck/Van). The 'SERVICE INFORMATION' section includes a description of service to be performed, a list of services performed, and a section for the technician's signature and date. The form also includes a 'Comments' section at the bottom.

ASM Consultation

After completing the MPI and categorizing the findings according to the RIM method, the technician must consult with the ASM to communicate the inspection results.

The technician should also **deliver to the ASM** any items the ASM may need to show to the customer, such as a dirty engine air filter or cabin air filter.

If inspection results reveal additional service work is necessary, it's the technician's job to note any service implications if the job is not approved as noted on the Repair Manual. If the customer chooses to forego recommended service repairs, it's advisable to **note on the Repair Order** that the customer refused the service.

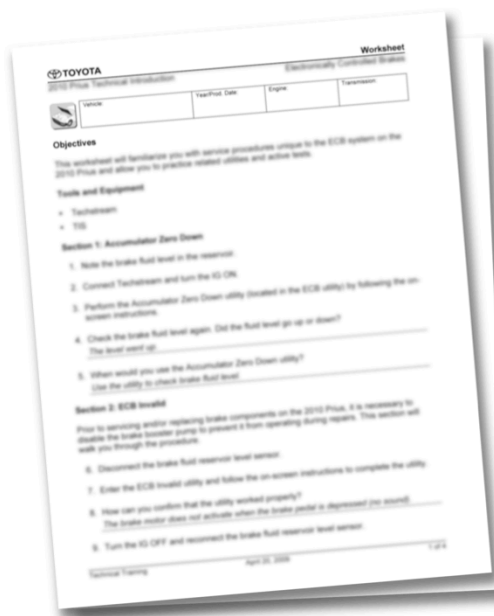
It's also advisable to let the ASM know of any upcoming services that may require vehicle downtime or special parts.

After the ASM consultation, the technician can proceed with approved repairs and/or vehicle service.

Worksheet

Vehicle Delivery

In this worksheet, you will demonstrate how to organize your inspection findings to fit the RIM presentation format (Related, Immediate, and Maintenance).

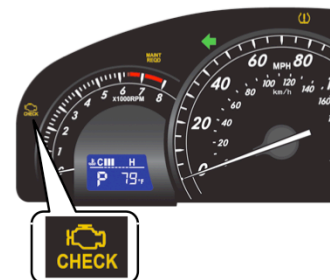


Use this space to write any questions you may have for your instructor.

NOTES:

Indicator Lights, Initialization

When service is complete:



Vehicle Delivery

After vehicle service is complete, the final step in the service process is to ready the vehicle for delivery back to the customer.

Indicator Lights

Nothing is more unnerving to a customer than spending an hour at the dealership only to get a couple of miles away and find a warning light comes on or was not properly turned off. It is **extremely important** to treat this part of your maintenance routine with the highest priority. You can find procedures to reset these maintenance related warning lights in the Owner's Manual or in the Repair Manual.

For example, the Maintenance Required Reminder Reset Procedure is located in the Repair Manual under VEHICLE INTERIOR: METER / GAUGE / DISPLAY: METER / GAUGE SYSTEM: INITIALIZATION.

Initialization

When the battery cable has been disconnected or when certain components are removed, **some systems may require initialization**. If not initialized, the system may work improperly or not at all. Be sure you have initialized all systems that require it before returning the vehicle to the customer.

Customer Settings

For any service that may affect customer settings, be sure **to record the settings before beginning service**, and to restore them before returning the vehicle to the customer.

Final Inspection & Delivery

- Road test
- Everything tight?
- Check for grease spots or hand prints
- Remove all protective equipment



Final Inspection and Delivery

To avoid an awkward and unnecessary comeback, perform a quick road test to be certain nothing has been overlooked that the customer is going to discover after leaving the dealership. Then after removing all the protective equipment, give the vehicle a final visual inspection to be sure there are no grease spots, hand prints or other reasons for the customer to be dissatisfied with your service.