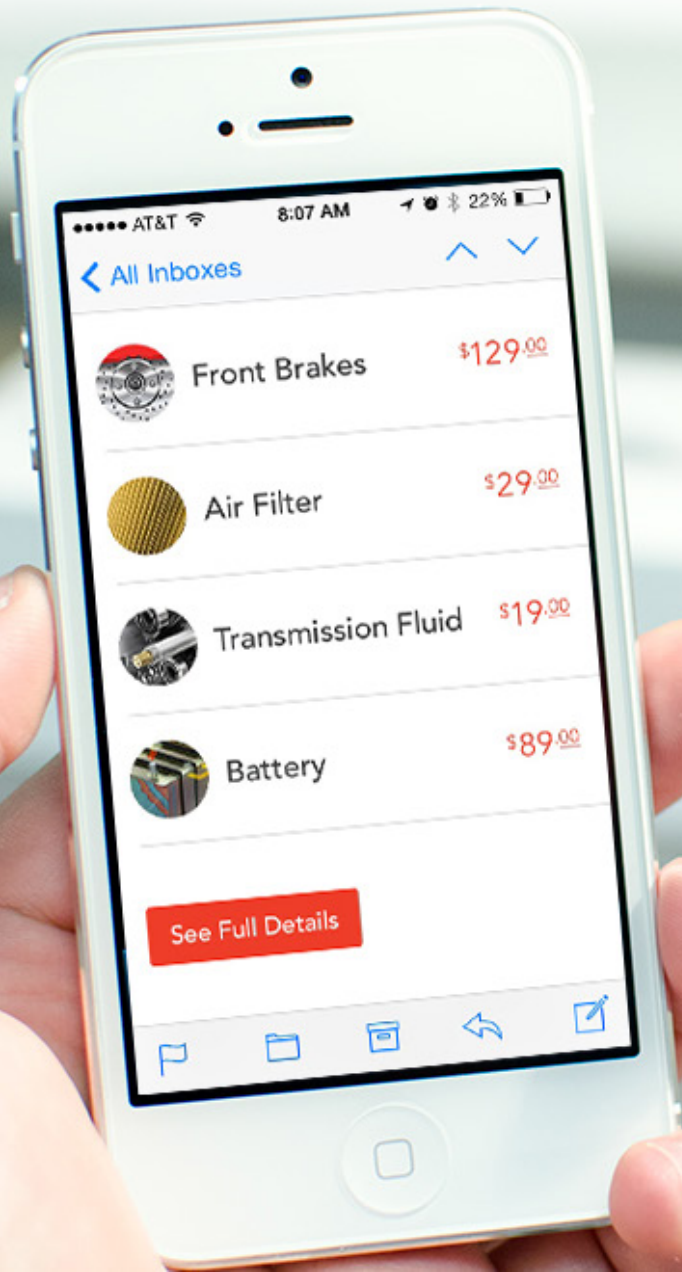


MULTI POINT INSPECTION



ONLINE AUTO ACADEMY

onlineautoacademy.com



POWER WORDS ¹

Use these words in a sentence, circle the word if it enhances your presentation, use a X if it diminishes your presentation.

required

important

keep

necessary

expert

maybe

certified

should

vital

might

check it out

kind of

now

encourage

factory trained



Make a list of your power words:

• **OEM**

• **RO**

• **LOF**

What other acronyms do you use?

Do you recommend work to your customer?

YES

NO

What happens when you make a recommendation?

Would it be better just to point out the facts?

“The fact is Ms. Jones, there are items that require attention on your vehicle. Some of these items require attention today. Other items will need attention in the near future. I have also documented items that you can wait to have serviced.”



RECOMMENDED!

KEEP or DELETE

Items that require attention

Which approach conveys the importance of the repair?



Let's discuss the multi-point inspection.

On a scale of 1-10, how important is the MPI to our success?

1	2	3	4	5	6	7	8	9	10
Least Important					Most Important				

Let's go around the room and share our approach to the MPI.

Describe your approach to the MPI:

Do you advise your customer about the MPI at write up?

YES NO

Do you just add the MPI line on the RO?

YES NO

Write a power track about asking the customer for permission to perform the MPI.

The steps to presenting a

MPI - HEALTH REPORT



1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

Evolution of MPI

Grand Total

RIM

Line by Line

Does it matter in what order we present the MPI?

YES NO

What are we not talking about during the MPI?

MPI POWERTRACK 5

When the technician is diagnosing your vehicle, he is going to do a multi-point inspection and look at these items for you (show MPI form). There is not charge for this. We just want to make sure your vehicle is safe and trouble free. Would this be OK with you?

There are many items we cannot see during a walk around inspection. This is what a multi-point inspection includes (show form and briefly explain). Would it be okay if I have my technician perform a multi-point inspection at no charge?



As a courtesy to my customers, I would like to perform a multipoint inspection (explain). By performing this inspection every time you visit, you and I will be able to monitor your vehicle's health. Best of all (customer name), there is not charge for this. Would that be OK?

I know this vehicle is very important to you. In order to keep your vehicle in top condition, we offer this multi-point inspection at no charge (show MPI). This will help find any potential concerns before they became a problem. With you permission, I will have one of our factory-trained technicians perform this for you today. Would that be OK?

As a courtesy to our customers, we offer a multi-point inspection each time you bring your vehicle in for a visit. This inspection serves as a report card, so that together, we can better monitor and help you prolong the life of your vehicle (show and explain). There is not charge for this. Would that be OK?

In addition (customer name), we would like to perform this multipoint inspection. This inspection serves as a report card, sot that together we can better monitor and make the appropriate decisions to best meet your and your vehicles needs. There is no charge for this. Would that be OK?

Here at (dealership name) we have a wellness program that is designed to keep you up to date on the condition of your vehicle (show MPI). So that you are fully aware of the condition of your vehicle, I would like our factory trained technicians to perform this multipoint inspection. That way when you leave here, you are fully aware of the condition of your vehicle. There is no charge for this service. May we do that today?





(Customer) You will receive a copy of the multipoint inspection performed by one of our factory trained technicians with the results of their inspection and suggestions for any areas that may require attention. This is your report card stating the condition of various areas and components of your vehicle.

Our service process includes a free multi-point inspection, which includes checking vital points. Green, your good to go, yellow there's needed service in the near future and red means your car needs immediate attention. May we do that today?

Here at (dealership) we like to perform a technician's multipoint inspection each time you bring your vehicle in for service, that way we bring any high importance items to your attention. Is that okay with you?

Here at (dealership) we like to perform a technician's multipoint inspection each time you bring your vehicle in for service, that way we bring any high importance items to your attention. Is that okay with you?

Our technicians can also perform a courtesy multipoint inspection while the car is here. It's something that our dealership offers to all customers the come in, even if they are here for routine maintenance. The technician will check and top off all fluids, inspect belts and hoses, and set the tire pressure for you. He will perform a visual inspection just to make sure the car is okay. It's like a mini-check-up and it complimentary, so there's no charge. Would you like us to do the multipoint inspection?

(Customer) So that you can be sure that your vehicle will take good care of you in the future, we offer a courtesy multipoint visual inspection (explain and show). There is no cost to you. That way we can prevent any potential problems from becoming real problems. Would that be ok?



(Customer) I see that you take great care of your vehicle! So that we can be sure to maintain the less visible components of your vehicle as well as the external components, I would like to offer you a multipoint inspection at no cost to you (show and explain). That way, there will be no doubt about the integrity of your vehicle inside and out! Would you like for me to have my factory trained technicians perform this on your vehicle today?

As a service to our customers, we offer a complimentary multipoint inspection by our factory trained technicians. Would you like to have that done?

So that you can be sure your vehicle is safe and reliable, I would like to have my factory trained technicians perform a complimentary multipoint courtesy inspection. That way you will have the piece of mind that your investment is operating to its fullest potential.

VEHICLE HEALTH REPORT

7



Customer Name _____

Y/M/M _____

In Service Date _____

Expiration _____

- 5,000 Mile Service
- 10,000 Mile Service
- 15,000 Mile Service
- 20,000 Mile Service
- 25,000 Mile Service
- 30,000 Mile Service
- 35,000 Mile Service
- 40,000 Mile Service
- 45,000 Mile Service
- 50,000 Mile Service
- 55,000 Mile Service
- 60,000 Mile Service
- 65,000 Mile Service
- 70,000 Mile Service
- 75,000 Mile Service
- 80,000 Mile Service
- 85,000 Mile Service
- 90,000 Mile Service
- 95,000 Mile Service
- 100,000 Mile Service

General Maintenance Requirements

Next Maintenance Due done _____ / _____ due	Engine Air Filters done _____ / _____ due
Tire Rotation (Annual - 7,500 Miles) done _____ / _____ due	Climate Control Air Filter (Every 15,000 Miles) done _____ / _____ due
Brake Fluid Exchange (2yrs - 24,000 Miles) done _____ / _____ due	Transmission Service (3yrs or 30,000 Miles) done _____ / _____ due
Fuel Induction Service (3yrs or 30,000 Miles) done _____ / _____ due	Coolant Fluid Exchange (3yrs or 60,000 Miles) done _____ / _____ due
Rear Diff Service (3yrs - 60,000 Miles) done _____ / _____ due	Transfer Case Service (4yrs - 60,000 Miles) done _____ / _____ due
Fuel Filter Gasoline (4yrs 60,000 Miles) done _____ / _____ due	Spark Plugs (5yrs - 100,000 Miles) done _____ / _____ due
4 Wheel Alignment (Annual) done _____ / _____ due	Wiper Blades/ Arms (Annual) Front done _____ / _____ due

Notes: _____

IMPACT ITEMS

What are some key learning points from the class?

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____
