Best Practices:
Used Vehicle Intake Process
The steps for a successful used vehicle intake!
What should the goal be?

Customer quoted within 24 hours and vehicle reconditioned within a reasonable time.

Jay
The customer arrives

• Joint inspection done by sales & service
• Sales...
  • Checks for clear title.
  • Run Carfax report.
  • Identifies adaptive equipment & determines value of conversion.
• Service...
  • Full vehicle inspection.
  • Estimate of time & repair costs, both OE & mobility.

Jay
**Inspection process**

- Service department quickly assesses vehicle using a written inspection process.
  - Inspection sheets need to be thorough and filled out in their entirety or they should be rejected!
  - EVERYTHING gets inspected.
  - If you are not a full service dealer, have a process in place to have OE work estimated and done locally.
  - The key to success is smooth communication between sales & service!

Jay
## Inspection Process

### Courtesy Inspection

<table>
<thead>
<tr>
<th>Column</th>
<th>Inspection Details</th>
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### Initial Test Drive Results:

- Engine: noisy, power, roughness, hesitation
- Brake Operation: noisy, pulling, pulsation, low pedal, dash light on
- Parking/Brake: misaligned, non-op
- Steering: noisy, pulling, looseness, shaking, stiff
- Dashboard/Instruments: check engine light on, maint/service light on, other
- Horn: weak, intermittent, non-op
- HVAC Performance Check: doesn't blow, vent temp.
- Windshield Wipers/Washers: non-op, worn, skipping, missing, plugged
- Rear View Mirrors: loose, damaged, missing
- Windows/Power Windows: LF, RF, L/R, F, noisy, non-op, binding

### Exterior & Lights Inspection:

- General Exterior Condition
- Headlights: High/Low: non-op, broken, dim
- Taillights/Stop Lights/License Lights: non-op, broken, dim
- Turn Signals/Running Lights: non-op, erratic, broken
- Emergency Flashers: non-op, erratic, broken, dim
- Backup Lights: non-op, broken

### Underhood Inspection & Maintenance:

- Air Filter & Housing: filter dirty, housing broken or missing screws
- Coolant Condition: good to __________ degrees, PH: low, contaminated
- Battery Condition/Charger: low, corroded, damaged, loose, battery test passed, failed
- Brake Fluid: low, contaminated, moisture content __________%
- Automatic Transmission Fluid: low, dark, burnt
- Power Steering Fluid: low, contaminated
- Belts: inspected as possible: cracked, glazed, loose, broken
- Hoses: inspected as possible: cracked, split, bloated, leaking

### Undercar Inspection & Maintenance:

- Brake Pads/Shoes Remaining: FL, FR, RL, RR
- Tire Pressure/Condition: LF, RF, LR, RR
- Oil/Fluid Leaks: engine, transmission, other
- Steering/Suspension/Shocks/Shocks: noisy, leaking, looseness, soft, damaged
- Exhaust: loose, rusted, has holes, muffler: ok, bad
- Additional Comments:

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**Jeff & Bob**

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**BraunAbility**
Inspection process

• Once service has fully inspected vehicle...
  • Sales manager reviews service estimates.
  • Sales manager supplies customer with written trade in value.
• Transaction takes place
• Vehicle goes in for reconditioning...the clock is ticking! What’s a reasonable goal?
What’s the order we do repairs?

• Adaptive equipment
• Mechanical
• Body
• Detail
Recon

• How do we keep on task?
  • Some dealer struggle with getting reconditioning work done in a timely manner.
  • Build 10% in to recon estimate in case of unforeseen repairs.
    • No approval necessary for repairs up to 10% found by service. Saves time!
    • Repairs over 10% has to be approved by sales manager.
  • Have a dedicated service person for recon that reports to sales.

Jason
How do we handle used mobility devices?

- No money offered for old equipment. Do we discard this equipment?
Ready for sale!

- Use your inventory management system and/or process to make sure used vehicles are put on line at the correct time.
- We want to make sure our sales people are not showing used vehicles until all reconditioning takes place and they are put in inventory.
  - Allows for better control of margin.
  - Better customer experience.

Jay & Bob
Summary

• Why have a process?
  • Cuts down on the time from initial intake to a used vehicle sale.
  • Keeps sales people from quoting used vehicles before all necessary work is identified.
    • Holds margin.

• Questions?

Justin