

WORK ORDER FLOW AND RESPONSIBILITY

| SERVICE WRITERS RESPONSIBILITY | TECHNICIANS RESPONSIBILITY |
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| <ul style="list-style-type: none"> • Greet customer • Properly fill out the repair order. Verify customer address and phone numbers. • If complaint is noise or vibration related, have Service writer or shop foreman road test vehicle with the customer. • Write up customer's complaints and requests. Be sure to ask, when it happens, how it happens, how long has it been happening, have to tried anything to correct the happening. • Offer complete preventive maintenance inspection • Check for recommendation from prior visits • Ask for keys, alarm fob, wheel lock keys. • Provide estimate to cover the initial inspections and testing of the complaints and performing the requested services. • Inform customer of accurate estimate of initial inspection time. • Dispatch to the proper technician including time estimate Repair order is expect back to the service writer. | <ul style="list-style-type: none"> • Road test vehicle to verify customer's complaint (s). • During road test observe operation condition of all the gauges and speedometer, odometer etc. Pay attention to vibration, noises and other problems. • If unable to verify the customer's complaint (s) |

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| | <p>return the Service writer for additional information.</p> <ul style="list-style-type: none"> • If complaint (s) is verified inspect and test for the complaint (s) within the time frame authorized, do not exceed the time on the estimate. • Perform a complete PMI, as per the repair order. • Write up the findings for the customer’s complaint (s). Be sure to include what has failed and why it failed. Include any readings available from the testing procedures i.e. fuel pressure, oil pressure, voltage readings etc. • Write up all the repairs and services found during the PMI, including the reason you’re recommending them. • Complete a parts request form (s) (PRF). Including the vehicle information at the top. • Include labor times on the parts request forms. • Return complete paperwork to the “to be Estimate” bin in the Service writers office. Include all print outs and any additional documentation supporting your findings. |
| <ul style="list-style-type: none"> • Read all the information from the technician • Check vehicle history for related or same repairs as recommended • Check labor times with labor guides. If technicians labor is substantially different contact technician for justification of the increase in time. • Check parts price and availability. Note on the PRF the availability, cost, vendors name and | |

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| <p>person you spoke to.</p> <ul style="list-style-type: none"> • Mark parts up according to the parts mark up formula. • Write estimate. Be sure to include the inspection cost at the top of the estimate. Then estimate the customer's complaint (s). Then estimate all the recommended services and repairs from the PMI. • Include sales tax in your estimates. • Produce a written version of the estimate. • Verify estimates completion time with the technician as needed. • Contact the customer and sell the estimate. • Document the up sell on the estimate. Date, time, how contacted, Service writer name, person contacted, amount of the up sell, reason for the up sell and the total revised estimate. • Order parts and document date & time ordered and who took the order. • Redispach the repair order with the authorized work clearly noted. • Clearly note the expected completion time. • Notify the technician of the redispached repair order | <ul style="list-style-type: none"> • Verify, to the best of your ability that the parts are correct for the vehicle. • Perform the authorized repairs and services. • Update the Service writer a minimum of 2 hours before the completion time of the progress of the |

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| | <p>repairs.</p> <ul style="list-style-type: none"> • If your are unable to finish the repairs by the completion time, please notify the Service writer of the new estimated completion time, this time should include all the contingencies you may expect. • Road test vehicle to verify customer complaint (s) is corrected • Clean vehicle • Park in front lot and remove paper floor mats. • Verify that all the parts used are listed on the repair order; be sure to include the items pulled from inventory, bolts clamps, cleaners, sealers etc. • Complete the write up of the repairs and services performed. Be sure to include the after repair readings if available. • Make note of any additional items that the Service writer needs to be aware of. • Fill out the technician flag sheet and attach ton the back of the repair order. • Attach any print outs, flow charts, inspection reports or any supporting documents to the repair order • Put the completed repair order and supporting documents in the “Finished” bin in the Service writer office. |
| <ul style="list-style-type: none"> • Verify that all the authorized repairs and services were performed | |

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| <ul style="list-style-type: none">• Verify all the parts are listed on the final invoice• Finish the labor description write ups, making sure they are complete and factual.• Verify that we have not exceeded the estimated price.• Document on the final invoice all recommend repairs and service that were not repaired or performed.• Not any warning and or disclaimers• In some case the vehicle will need to be road tested by someone else before releasing it to the customer• Call the customer to pick up the vehicle.• Present the invoice to the customer; review the final repair order with the customer.• Have customer sign any disclaimers and notes.• Have customer sign the final invoice in the correct location (s).• Thank the customer for their business. | |