

CUSTOMER RELATIONS

Using the Around the Wheel Report Card (continued)

However, use of the Around the Wheel Report must be consistent on all vehicles, regardless of mileage.

- If you start from the 1st 5k service your customers will expect the inspection whenever service is performed.
- If you only complete the inspection at higher mileage you lack credibility.
- Service Advisors must inform customers at time of write-up that an inspection is part of your service.

After all, failure of a brake system component can cause a safety concern that may be as hazardous as a pilot not flipping that switch or turning that knob, and could result in a very short drive!