

CUSTOMER RELATIONS

Using the Around the Wheel Report Card

QualityCare
Auto Service

Multi-Point Inspection Report Card As Recommended by Ford Motor Company

Customer Name: _____ Year/Model: _____ Date: _____

RO/Tag: _____ Mileage: _____

CULLED AND CAPABLE OF DRIVING **MAY REQUIRE FUTURE ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

Item	Culled and Capable of Driving	May Require Future Attention	Requires Immediate Attention
Window washer fluid level	☐	☐	☐
Brake fluid level	☐	☐	☐
Oil level	☐	☐	☐
Tires	☐	☐	☐
Belts	☐	☐	☐
Hoses	☐	☐	☐
Fluids	☐	☐	☐
Brake pads/shoes	☐	☐	☐
Brake rotors/drums	☐	☐	☐
Brake master/slave cylinders	☐	☐	☐
Brake lines/tubing	☐	☐	☐

It is likely that every person attending this class today has flown on an airliner. When boarding the plane, while the cockpit door is open, you will usually see the pilots looking at long checklists of things they must check and tasks that must be performed before taking off. As you are probably well aware, people that fly large airliners are reasonably intelligent and always have many years of flying experience. So why do they use the checklists?

- The first reason is that they are professionals. A professional in any field uses any and all tools that are available to help them perform their job more effectively. People depend on their professionalism.
- Of course the second reason is that if they forget to flip a switch or turn a knob, well it could be a very short flight!

The people of Ford Motor Company know that the people working in their dealerships are professionals too. In an effort to help our professional service technicians we've developed a vehicle maintenance checklist to help you perform your job more effectively.

- This checklist, which is called the Ford Around the Wheel Report Card, reminds you to check specific components and systems on every vehicle. Each of these items is important to the proper operation of the vehicle. However, inspecting the brake system components are probably the most critical items on the list.
- Just like the pilots, your customers respect your expertise and depend on your professionalism. For this reason it's essential you complete an Around the Wheel Report Card on every vehicle that comes to your dealership.
- Use of the Around the Wheel Report Card will increase immediate sales since it will identify preventive maintenance items that require immediate service.
- Even in those area's where service is not required immediately, use of the Around the Wheel Report Card helps you build a relationship with the customer. You've told them when they should expect to replace the brakes (or other vehicle components), and when replacement is needed they'll look to you, the expert that forecast the need, to perform the service.

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