

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



NATIONAL MOBILITY
EQUIPMENT DEALERS
ASSOCIATION

COURTESY INSPECTION

Cust Name: _____ INV#: _____ Tech: _____ Date: ____/____/____

Yr: _____ Make: _____ Model: _____ Mileage: _____

VIN: _____ Lift Make _____ Model _____ Serial # _____

Legend: ☐ = OK, passed at this time ☐ = Marginal, recommend in near future ☐ = Failed

P M E Lift/Ramp, Hand controls, & Transfer seating

☐ ☐ General Condition/operation _____

☐ ☐ Hand pendant _____

☐ ☐ Powered door drive/cable _____

☐ ☐ Key FOB function _____

☐ ☐ Manual override/ back-up system _____

INITIAL TEST DRIVE RESULTS:

☐ ☐ Engine: ☐ noisy ☐ power ☐ roughness ☐ hesitation _____

☐ ☐ Brake Operation: ☐ noisy ☐ pulling ☐ pulsation ☐ low pedal ☐ dash light on _____

☐ ☐ Parking Brake: ☐ misadjusted ☐ non-op _____

☐ ☐ Steering: ☐ noisy ☐ pulling ☐ looseness ☐ shimmying ☐ stiffness _____

☐ ☐ Dash/Instruments: ☐ check engine light on ☐ maint / service light on ☐ other _____

☐ ☐ Horn: ☐ weak ☐ intermittent ☐ non-op _____

☐ ☐ A/C Performance Check: ☐ doesn't blow vent temp ____ F _____

☐ ☐ Windshield Wipers/Washers: ☐ non-op ☐ worn ☐ skipping ☐ missing ☐ plugged _____

☐ ☐ Rear View Mirrors: ☐ loose ☐ damaged ☐ missing _____

☐ ☐ Windows / Power Windows: LF RF LR RR ☐ 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 _____

☐ ☐ Back-up Lights: ☐ non-op ☐ broken _____

UNDERHOOD INSPECTION & MAINTENANCE:

☐ ☐ Air filter & housing: ☐ filter dirty ☐ housing broken or missing screws: _____

☐ ☐ Coolant Condition / Level Check: good to ____ degrees, PH ____ low ☐ contaminated _____

☐ ☐ Battery Condition/Cables: ☐ 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 _____

☐ ☐ Hoses (inspected as possible): ☐ cracked ☐ soft ☐ bloated ☐ leaking _____

UNDERCAR INSPECTION & MAINTENANCE:

☐ ☐ Brake Pads/Shoes Remaining: F/ ____ % R/ ____ % (visual inspection only, % is only best guess) _____

☐ ☐ Tire Pressure/Condition: LF ____/____/32 RF ____/____/32 LR ____/____/32 RR ____/____/32 _____

☐ ☐ Oil / Fluid Leaks: ☐ engine ☐ transmission ☐ other _____

☐ ☐ Steering / Suspension / Shocks / Struts: ☐ noisy ☐ leaking ☐ looseness ☐ soft ☐ damaged _____

☐ ☐ Exhaust: ☐ loose ☐ rusted ☐ has holes muffler ☐ ok ☐ bad _____

Additional Comments: _____

Jeff & Bob



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?

Jason



What's the order we do repairs?



- Adaptive equipment
- Mechanical
- Body
- Detail

Jason



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?

Jason

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