



Vehicle Preliminary Advisor Inspection

Customer

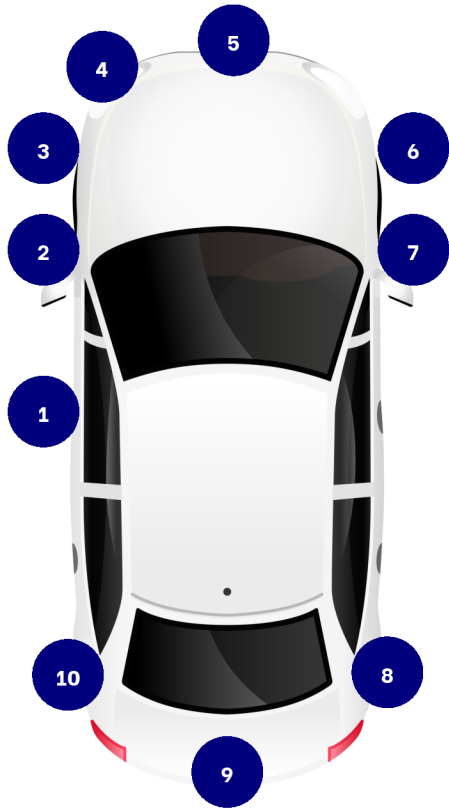
Name _____

Customer Initial _____

Advisor

Name _____

RO# _____



1 Have customer turn wheels to the left.



Cabin Air

Test hot and cold with fan on full recirculate.



Interior Lighting



Wiper Operation



Glass & Mirror Operation



Questions:

- Are odors present when the A/C is on?
- Do the wiper blades streak?

2 Have customer turn wheels to the right & ask them to join the walkaround.



Wiper Integrity



Windshield Integrity

Check seal
Check glass for chips or cracks

3 Tire Integrity (Left Front)



Determine wear with device. If tires edges worn, recommend alignment.



Wheels

Check for rotor dust, using finger to demonstrate.

4 Headlights



Check for yellowing, moisture, and cracks.



Grill, Hood, Bumper Integrity

5 Under Hood Evaluation



Visually Check

- Fluid Levels
- Hoses and wires
- Master cylinder
- Battery corrosion
- Radiator corrosion
- OEM oil filter installed?

6 Tire Integrity (Right Front)



Repeat steps from #3



Wheels

Repeat steps from #3

7 Glass & Mirror Integrity



Check for cracks and chips

8 Tire Integrity (Right Rear)



Repeat steps from #3



Wheels

Repeat steps from #3

9 Rear Glass Integrity



Check for cracks and chips



Light Integrity

Check for cracks and chips

Questions:

- Is a hitch present?
- If yes, is it attached to bumper or frame?

10 Tire Integrity (Left Rear)



Repeat steps from #3



Wheels

Repeat steps from #3

Friendly Reminders

- Review historical maintenance and previous recommendations.
- Cover how long the customer plans on retaining the vehicle.
- Identify opportunities to invest in their vehicle to ensure operation, warranty, and longevity.
- Compliment the customer on taking good care of their vehicle.
- Don't wait to relay results of the Multi-Point Inspection from the technician.
- What is the P.O.T.T.R.? For the total and the most urgent.
- Your role is to advise, educate, and communicate clearly.



Recommended Services

| OpCode | Approved | Declined |
|--------|--------------------------|--------------------------|
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Scan for Titanium Coverage Information

