Used Car Recon Process

Customer Accepts Offer

Install Brown Hat

Sales Person takes trade to the drive

Service Writes R.O.

Car Wash

Emissions Test

Park Car on Express Wall

Perform Multi-point / FBA Inspection

The Used Car recon process is a 48 hour process. The clock starts from the second we make the car deal. Any vehicles not requiring repairs beyond the inspection should be done the same day. The Sales Team will be required to bring all trade-ins taken in by 5:00 pm to the Service Drive the same day. The Inspection should be done, with all results, the same day. Any Trade-ins after 5:00 pm will be left on the Service Drive and the inspection will be performed first thing the next morning. If the inspection fails and the used vehicle requires any further work, it will be noted on the multi-point and a full quote of the repairs including the multi-point will be sent to SFLSM@lhmauto.com for approval. Once approved the used car technicians will be dispatched the work. If the used car technicians schedule wont allow for the same day repair the work will be dispatched to the main shop. Any used cars not completed the same day (for any reason) will require the responsible party to inform the General Manager. These vehicles will be monitored daily.

Any Used Car that takes longer than 48 hours will result in a Fixed Op penalty. For every day after 48 hours the Fixed Op team will give a 10% discount until cost has been reached. The Fixed team will never have to go below cost and any exception to this rule will be at the General Managers discretion. This metric will be measured by the open and closed date of the repair order.

Pass

Pass

Used Car Bundle

Detail

Park by Delivery

Photos

Park out Front

Fail

Fail

Service Man. for pricing & quote

Mainshop for instant repair

Detail

Park by Delivery

Photos

Park out Front

Mainshop Busy?

Detail

Mainshop for instant repair

Park by Delivery

Photos

Park out Front

Used Car Bundle Gas:	
Inspection	$112.00
The Works	$49.95
Wipers	$49.95
Air Filter	$39.95
Cabin Filter	$49.95
Detail	$250.00
Blue Cert.	$495.00
total:	$1,046.80

Used Car Bundle Diesel:	
Inspection	$112.00
The Works	$150.00
Wipers	$49.95
Air Filter	$89.95
Cabin Filter	$41.00
Detail	$250.00
Blue Cert.	$495.00
total:	$1,187.90

All recon work will be performed at retail door rate (repairs) and menu rate for maintenance. If needed to save a retail deal the work will be performed at the VVP rates to maintain the car deal. The General Manager will decide if this applies. If any used vehicle needs a drive cycle performed, any manager (variable,fixed, or office) will perform free of charge to the used car value. Service team will be responsible for all sublet work and P.O.'s, any bills not posted on recon R.O. will be the Service Dept. responsibility. All details are capped at $250 no matter the condition unless the General Manager approves.