

SPECIAL ORDER PARTS PROCESS

MTN/WEST

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VERIFICATION OF INFORMATION



- The customer's concerns and contact information are confirmed/verified at check-in. Reconnecting with customers for dealership visits or part arrivals can be challenging if their contact details are not updated. Additionally, concerns may go unresolved if customers fail to provide complete information or if the service team does not ask the right questions, which can result in misdiagnosis or incorrect parts being ordered.

After the technician diagnoses the vehicle, they create an estimate, which must be thoroughly explained to the customer. Once the customer signs and approves the estimate, the documents should be provided to the Parts Department for ordering. The estimate must include all necessary part numbers to ensure accuracy and completeness. During this process, the service advisor should also review the SOP policy with the customer and obtain their signature.

The Parts Department requires the RO# to order parts, as it is used to tag and track the parts upon arrival, linking them to the customer, advisor, and other details.

PROVIDE ESTIMATE/APPROVAL

TECHNICIANS

A dollar cap is set for ordering parts based on technician skill levels: \$100 for D-level, \$150 for C-level, \$250 for B-level, and no cap for A-level technicians. If a non-A-level technician needs to order a part exceeding their cap, the service manager's signature is required. The service manager must review the diagnostic process the technician followed before approving the order. If the wrong part is ordered despite approval, the service department will incur a restocking fee.

CUSTOMER PAY VS. WARRANTY

CUSTOMER PAY:

If the part is not covered under warranty, the customer is responsible for the SOP deposit, which includes the cost of all parts. Installation fees are paid separately at the time of service. SOP parts require prepayment and are non-refundable, as outlined on the estimate approved by the customer at the time of purchase. The SOP and return policy are clearly noted on the estimate.

WARRANTY:

If the customer's repairs are covered under warranty, the payment cannot be collected in advance. However, the customer must be informed that they have 30 days to return for the SOP installation; otherwise, the parts will be sent back.

FOLLOW-UP

The parts manager generates an SOP list daily, which is shared with the service manager, service advisors, and BDC. Together, the team monitors parts arrivals and contacts customers to schedule appointments. If the BDC cannot reach the customer, they notify the service advisors for a second attempt. If that also fails, the service manager gets involved. Multiple contact attempts are made using call, email, and text until customer is reached.



AGED SOPs

Warranty SOPs, if the customer has not returned for installation or scheduled an appointment by the 30-day mark, the parts are sent back.

Prepaid aged SOPs are stored in a designated area until they are picked up or installed.