

PTG South Dallas Used Truck Department Action Plan

Mark Suter - 03

Justin Griffin - 07

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Challenge:

The ability to diagnose mechanical issues prior to issuing trade values. In today's used truck industry, we are facing very expensive reconditioning and repair costs. Major areas of concern are emissions and electrical issues that are difficult to find. Many times a customer trades a truck because of an issue or "ghost" that is expensive to repair or diagnose.

Objective:

Be proactive and catch major mechanical issues prior to trading or purchasing the truck.

Action Plan:

- 1.) All non-fleet trades will have the ECM plugged in and read for open fault codes, ECM mileage, and any unusual shut down issues. Before- this was not done until after the trade was taken in and the truck sent to the shop for reconditioning. A J-Pro reader is now in the Remarketing Manager's office and the ECM is read at time of initial inspection.
- 2.) The manager will check the water and oil for foreign substance in the reservoirs. This is a current practice.
- 3.) The trucks will be test-driven to insure the operability is per designed and does not have any major vibrations or unusual noises. This is a current practice.
- 4.) The engine will be observed at idle and accelerated for signs of excess blow by or other noticeable issues. This is a current practice. .
- 5.) If suspension of mechanical issues are found, a dyno and inspection will be performed. The trade value will be based on the results of the dyno. This practice has not always been followed.
- 6.) The customer will be asked to sign an affidavit of fact stating the emissions system has not been altered or deleted and will be liable for any future expense or litigation. This process will be mandatory October 1, 2017

Timeline:

The J-Pro has been purchased and located in the manager's office.

The emissions affidavit has been finalized and circulated to all sales staff and managers.

The dyno procedure is currently in place.

The short-term checkpoint is to review files and insure this process in followed.

The long-term checkpoint is to continue to review and inquire if we have any issues that are a result of not following this procedure.

Meeting with dealership personnel:

Who: John Sczykutowicz – Remarketing Manager

What: Implementation of the inspection process and use of the J-Pro.

Insert of the Affidavit in the used truck paper work folder

By When: October 2017

How: Manager will review the new procedures in his weekly remarketing meeting with a copy of this action plan.

Manager will review with the new truck sales manager and staff so they are aware of the action plan.

Who: Justin Griffin – Service Manager

What: Service manager will advise service staff to prioritize the dyno and inspection of these trade trucks. The request for dyno and inspection will be done within 2 hours of request. This will allow us to offer a conditional trade value after known results.

By When: October 2017

How: Justin will address in his weekly meeting.

Dealer Agreement:

 9.29.2017