



208

TECHNICIAN
MULTI POINT
INSPECTION

STEVE SHAW UNIVERSITY

esv

NOTES



ADVISOR EXCUSES

WHAT REASONS DO YOU HEAR FROM YOUR ASM?





TECHNICIAN MULTI POINT INSPECTION

Page 1

WHAT REASONS DO YOU HEAR FROM YOUR ASM?



SALE

SELLING

VS



BUYING

WHICH IS BETTER **BUYING OR SELLING**



BUYING MOTIVES

FEAR OF LOSS

_____ %

AVERAGE CLOSING
RATIO _____ %

HOPE FOR GAIN

_____ %

_____ + _____ = SALE



GOALS

WHAT IS GOAL OBJECTIVE FOR CUSTOMER?

WHAT IS GOAL OBJECTIVE FOR TECHNICIAN?

WHAT IS GOAL OBJECTIVE FOR PARTS?

REMEMBER SALES FORMULA

NEED + VALUE + SALE



RESPONSIBILITY

TECHNICIAN

SERVICE ADVISOR



LOAD THEIR LIPS

DO

(SAY THIS)

IMPORTANT

VITAL

REQUIRED

NECESSARY

DON'T

(NOT THAT)

TELL

SHOULD

RECOMMEND

DUE (OVER)

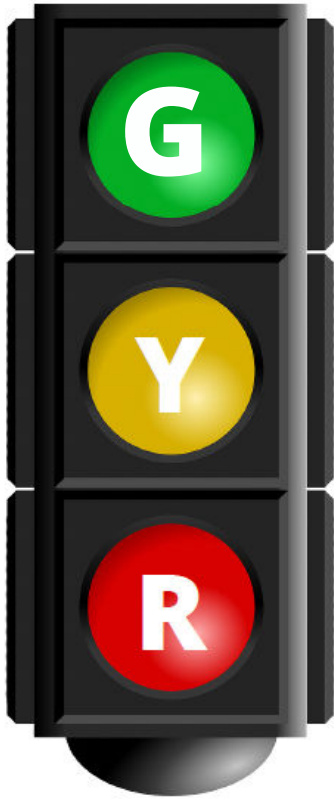


WORDS HAVE MEANING



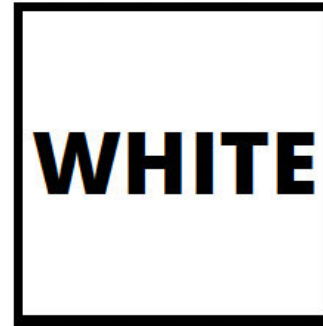
MPI EVOLUTION

1997 FORD MOTOR



VS

NOW



VS



TECHNICIAN MPI STEPS

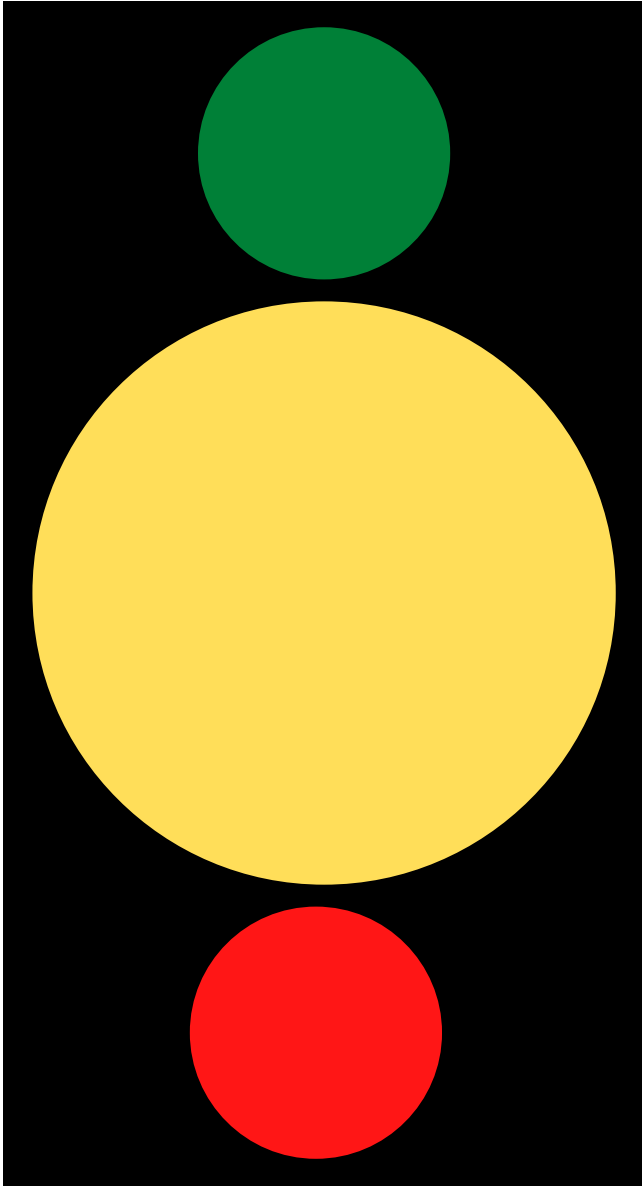
1. _____

2. _____





YELLOW ITEMS



PASS

OR

FAIL

STANDARDS

WHAT _____ BELIEVES

**5K SERVICES
2 X ANNUAL**

OR

**10K SERVICES
1 X ANNUAL**

PASS / FAIL

YELLOW ITEMS

PASS / FAIL

BRAKES

TIRES

BATTERIES



QUARTER TIME PRINCIPLE

$\frac{1}{4}$ TIME

15 MINUTES

30 MINUTES

45 MINUTES

WHICH IS MORE IMPORTANT?

$\frac{1}{4}$ TIME

OR

PARTS MONEY



NOTES

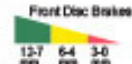
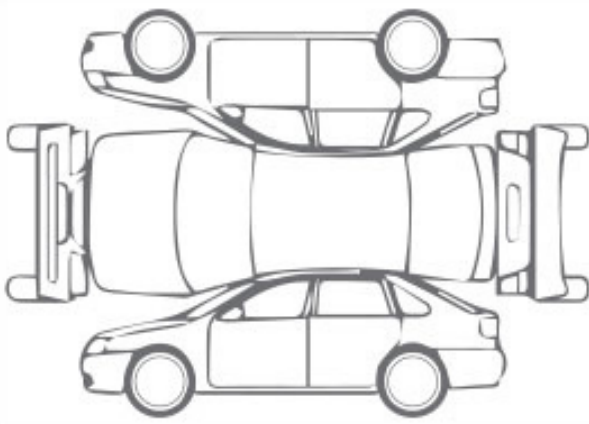
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MULTI-POINT VEHICLE INSPECTION CHECKLIST

Dealer Name: _____ Date: _____
 Customer Name: _____ Year/Model: _____
 Mileage: _____ VIN: _____ Repair Order #: _____
 Service Advisor: _____ Technician: _____

REPORT CARD	
PASS INSPECTION	
FAIL INSPECTION	
INTERIOR / EXTERIOR	
☐	Head Lights / Tail Lights / Turn Signals / Brake Lights
☐	Hazard Warning Lights / Exterior Lamps
☐	Windshield Washer Spray / Wiper Blades
☐	Windshield Condition (Inspect for Cracks, Chips, or Fitting)
☐	Upholstery / Carpet / Floor Mats / Mirrors / Glass
☐	Emergency Brake Adjustment
☐	Horn Operation
☐	Fuel Tank Cap Gasket
☐	In-Cabin Microfilter (if equipped)
☐	Clutch Operation (if equipped)
☐	Dome Light / Amp
☐	Light Dimmer
☐	Parking Brake Operation
☐	Check Driver's floor mat
UNDER HOOD	
☐	Fluid Levels: Oil / Coolant / Battery / Power Steering
☐	Brake / Clutch / Washer / Automatic Transmission
☐	Engine Air Filter
☐	Drive Belts (condition and adjustment)
☐	Engine Coolant System
☐	Cooling System Hoses / Heater Hoses / Air Conditioning
☐	Hoses and Connections
☐	Radiator Core and Cap
UNDER VEHICLE	
☐	Shock Absorbers / Suspension
☐	Steering Gear Box / Linkage and Boots / Ball Joints /
☐	Dust Covers
☐	Muffler / Exhaust Pipes / Mountings
☐	Engine Oil and/or Fluid Leaks
☐	Brake Lines / Hoses / Parking Brake Cable
☐	Drive Shaft Boots / Constant Velocity Boots / U-Joints /
☐	Transmission Linkage (if equipped)
☐	Transmission / Differential / Transfer Case (Check Fluid Level,
☐	Fluid Condition and Fluid Leaks)
☐	Fuel Lines and Connections / Fuel Tank Band / Fuel Tank
☐	Vapor Vent System Hoses

STATE INSPECTION EXPIRES: _____

TIRES	
Left Front	Right Front
☐ Tire Tread _____ 32nds	☐ Tire Tread _____ 32nds
☐ Wear Pattern _____	☐ Wear Pattern _____
☐ Tire Pressure _____ psi	☐ Tire Pressure _____ psi
Left Rear	Right Rear
☐ Tire Tread _____ 32nds	☐ Tire Tread _____ 32nds
☐ Wear Pattern _____	☐ Wear Pattern _____
☐ Tire Pressure _____ psi	☐ Tire Pressure _____ psi
☐ Wheel balance needed  ☐ Alignment check needed 	
BRAKES	
☐ Brake Inspection Not Performed This Visit	
☐ Left Front Brake Lining _____ mm	
☐ Left Rear Brake Lining _____ mm	
☐ Right Front Brake Lining _____ mm	
☐ Right Rear Brake Lining _____ mm	
BATTERY PERFORMANCE	
☐ Battery Terminals / Cables / Mountings	
☐ Check Condition of Battery (Storage Capacity Test)	
Good ☐ 	Replace ☐ 
PLEASE INDICATE BODY DAMAGE / WEAR	
	

COMMENTS: _____

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PASS / FAIL ELEVATES THE DEALER MPI TO HIGHER STATUS

*"LIKE STATE INSPECTION"



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