



210

**TECHNICIAN - ADVISOR**  
**VIDEO MULTI-POINT**  
**INSPECTION**

**STEVE SHAW UNIVERSITY**



esv

# NOTES

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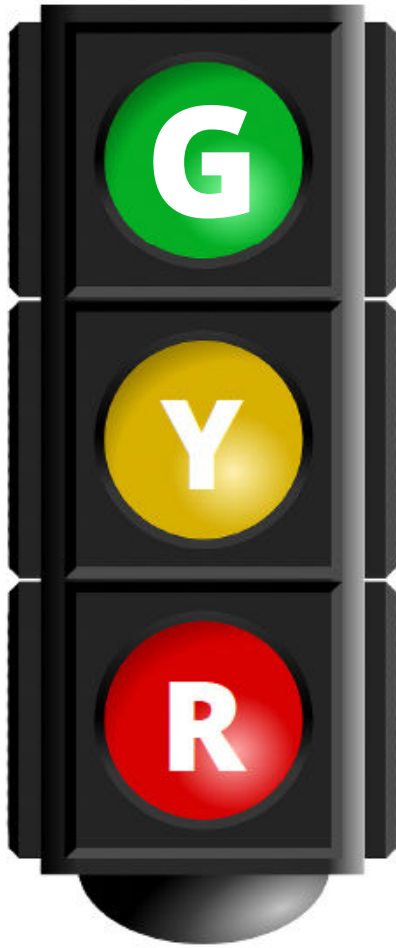
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# OPINION VS FACTS



**BLACK**

**WHITE**

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# QUARTER TIME PRINCIPLE

**$\frac{1}{4}$  TIME**

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**15 MINUTES**

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**30 MINUTES**

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**45 MINUTES**

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**WHICH IS MORE IMPORTANT?**

**15 MIN**

**OR**

**PARTS**

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# STANDARDS

| Auto Manufacturer | Dealer | Fluid Provider | My Expertise |                   |
|-------------------|--------|----------------|--------------|-------------------|
|                   |        |                |              | Cabin Filter      |
|                   |        |                |              | Air Filter        |
|                   |        |                |              | Brakes            |
|                   |        |                |              | Tires             |
|                   |        |                |              | Oil Leak          |
|                   |        |                |              | Battery           |
|                   |        |                |              | Fluid Maintenance |
|                   |        |                |              | Transmission      |
|                   |        |                |              | Power Steering    |
|                   |        |                |              | Coolant           |
|                   |        |                |              | Brakes            |
|                   |        |                |              | Transfer Case     |
|                   |        |                |              | Differential      |
|                   |        |                |              | Fuel Injection    |
|                   |        |                |              | Belts             |
|                   |        |                |              | Hoses             |
|                   |        |                |              | Shocks            |
|                   |        |                |              | Struts            |



# TECH EXCUSES



**WHY NOT PERFORM MPI ?**

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# REASONS FOR VIDEO

## WHY PERFORM VIDEO / ELECTRONIC MPI

**CREATE**

**TECHNICIAN**

**CUSTOMER**

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# HOW TO VIDEO

**1**

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**2**

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**3**

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**4**

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**5**

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# PROCESS



# PROCESS



# NOTES

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# YOUR PROCESS

- 1) Tech Credentials
- 2) Vehicle Info
- 3) Prime Item
- 4) Pass / Fail /Walk Around
- 5) Call to Action



# NOTES

[illegible]

# CONTACT

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[www.steveshawuniversity.com](http://www.steveshawuniversity.com)

(424) 237-4973

[Steve@SteveShawTraining.com](mailto:Steve@SteveShawTraining.com)



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