

Rental Leasing Services

Subject:	Auto Sale Unit Reconditioning Process (For units that will be parked on display at sales lots.)
Procedure No.	A 0101 - 1008 A = Auto Sales Section 0101 = Section One + Procedure Number One 1008 = Month and Year Procedure Released
Distribution:	Area & Location Management, GM, Auto Sales, Training Dept. & RLS Server (Intranet)
Date:	October 3, 2008
Effective Date:	October 19, 2008
Replaces Procedure:	New
Other References:	Procedure No. <ul style="list-style-type: none"> • F 0101-0108, Vehicle Damage Definitions and Vehicle Movement Process, • F 0202-1206, Vehicle Cleaning Standards, • F 0401-0207, Vehicle Repair Order Screen • F0501-0108, Vehicle Turn In Condition Report • A 0102-1008, Auto Sales Photo Shoot • A 0103-1008, Test Drive Procedure • A 0104-1008, Demonstration Drive Assumption of Liability Form
Purpose	To Communicate: <ul style="list-style-type: none"> • Importance Of Reconditioning • Reconditioning Basics • Step 1. – Inspecting The Basic Mechanical Condition • Step 2. – Inspecting The Appearance Condition • Step 3. – Detail The Vehicle For Final Display

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Importance Of Reconditioning	<p>The reconditioning process is to repair, restore, and renew a worn vehicle back to great condition in order to make it appealing to prospective buyers.</p> <p>While often, the primary concern is how well the car runs, the vehicle's interior and exterior appearance play a major factor when buyers select a used car.</p> <p>Our reconditioning goal is to improve the overall condition and value of a unit by making a number of minor mechanical and appearance repairs, if needed.</p> <p>In most cases, reconditioning service is performed by a mobile vendor, but can also be completed by a nearby specialty shop. These services are the fastest, most efficient and cost-effective methods for repairing dings, dents, scratches, burns, bumpers, wheels, carpet, upholstery, windshields, odors, and other items without the vehicle leaving the lot.</p> <p>Hint:</p> <p>Focus on items that are broken, damaged, or unsightly.</p> <p>Do not get carried away by replacing items that have normal wear and tear or are extremely minor.</p>
Reconditioning Basics	<p>Inspect and recondition the following three items:</p> <ol style="list-style-type: none">1. The basic mechanical condition of the vehicle.2. The appearance of the vehicle.3. The cleanliness of the vehicle. <p><i>(Note: All repairs must be approved by location manager)</i></p>

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<p>Step 1. Inspecting The Basic Mechanical Condition</p>	<p>The reconditioning process includes up-to-date maintenance services.</p> <p>If due, change the fluids and oil. Don't forget to keep the sticker on the windshield to identify the date of the vehicle's next oil change.</p> <p>Take the vehicle on a short test drive to determine if there are any obvious mechanical issues.</p> <ul style="list-style-type: none">• Check the tire pressure (this can affect how the car drives).• Is the alignment off?• Is the AC not working?• Do the brakes grind?• Does the undercarriage rattle? <p>If so, take the vehicle to your mechanical repair vendor to address the situation. Also be sure the vehicle is free of any warning or maintenance due lights.</p> <p>Remember most of our vehicles are under factory warranty and some mechanical issues can be fixed by a dealer at no charge.</p>
<p>Step 2. Inspecting The Appearance Condition</p>	<p>Become familiar with the vehicle by giving it a basic cleaning inside and out. Dispose of any garbage and unnecessary items.</p> <p>It is much easier to spot damage or other issues that need to be addressed when a vehicle is clean. Many times you will stumble upon broken components or dings during the process of cleaning the car.</p> <p>Once you have finished the cleaning, go back, and examine the entire vehicle for issues that should be addressed.</p> <ul style="list-style-type: none">• Is there a door ding?• Is the windshield chipped?• Is the bumper scratched?• Is there a cigarette burn?• Is the bumper scratched?

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<p>Step 2. Inspecting The Appearance Condition continued...</p>	<p>If so, contact your reconditioning vendor to address the situation.</p> <p>If you have missing or broken items, visit an auto parts store or recycler to find replacement parts. Items to consider include:</p> <ul style="list-style-type: none">• floor mats,• cigarette lighters,• ashtrays, etc. <p>Remember most of our vehicles are under factory warranty and some broken components can be fixed by a dealer at no charge.</p>
<p>Step 3. Detail The Vehicle For Final Display</p>	<p>After all mechanical and appearance issues have been addressed, each car should receive a meticulous professional detail, inside and out.</p> <p>We all know a shiny, clean car is more appealing to prospective buyers. The professional detail should include the following, if needed:</p> <ul style="list-style-type: none">• wax/buff,• steam/shampoo,• removal of stains,• washing of the door jambs (it's often an overlooked area, yet gives the extra finishing touch),• all of the compartments should be clean (another often overlooked area),• shine up any chrome, and• clean tires/wheels which puts the icing on the cake... it will really make the car look and feel extra clean.