



Vehicle Age – Policy and Procedure

These are general guidelines, but they are not set in stone. Use good judgment. We don't want to start getting too fussy about which cars we will service. Especially when we are not packed with cars. Our sales of work on cars _____ **and older were minimal in _____**. They also generate more comebacks and rechecks than newer cars. We will review this policy annually.

- 1 If we have never serviced the car or the customer before, and it was not dropped off as described below, the vehicle should be _____ **or newer (as of Jan 1, _____)**. Try to refer _____ and older cars elsewhere.
- 2 If we have serviced the vehicle before, we will work on it.
- 3 If we have serviced the customer in the past and things have gone well, we will typically service older cars that they bring in.
- 4 If the vehicle does not run and is dropped off in our parking lot without prior notice to us, we will usually work on it.
- 5 Talking to customers: “We used to service the older cars; however, the older staff we had have all moved on.”
- 6 Talking to customers: “When the cars get to be this old, high-quality parts with solid warranties can be more difficult to obtain.”
- 7 Suggest they check with _____ .