

# GROUP 1 AUTOMOTIVE®

## What to Say When ...



A Customer has ...	Customer	Reply
<b>Time Concerns</b>	How long is it going to take? How soon will you start? Will the work be finished today?	Please allow 15 - 20 minutes to meet with your Service Advisor who will tell you...
<b>Time Concerns - Pushback</b>	I need to know how long this service is going to take.	During your scheduled check in time your advisor will confirm your completion time. <b>And/or</b> Oil Change and Tire Rotation: 1.5-2hrs Diagnosis or Recalls: Drop it off and allow 4 or more hours
<b>Time Concerns - Pushback</b>	Will the work be finished today?	That's a great question for your service advisor. So during your scheduled check in time they will confirm your completion time.
<b>Cost Concerns</b>	How much will it cost?	Please allow 15 - 20 minutes to meet with your Service Advisor who will tell you...
<b>Cost Concerns - Pushback</b>	I need to know how much the out the door/final cost will be.	During your check in time your advisor will review your service concerns and inform you of the exact cost of your service(s). <b>Or</b> The starting price is \$\$\$. But when you meet with your service advisor they will provide you with the exact cost.
<b>Warranty Concerns</b>	I need to know if this will be covered by my warranty	Once your vehicle has been diagnosed by our trained technician your advisor will let you know if your service is covered by your warranty. <b>Or</b> Because I'm unable to diagnosis your vehicle over the phone we recommend you bring it in for a Free Initial Diagnosis. <b>Or</b> Before we can determine if your service needs are covered by your warranty we recommend you bring it in for a Free Initial Diagnosis.
<b>Warranty Concern - Pushback</b>	How does the Free Initial Diagnosis work?	There is no charge to have one of our qualified technicians inspect your vehicle and make an initial diagnosis. May I schedule your Free Initial Diagnosis?
<b>Warranty Concern - Pushback</b>	What is involved/done in a Free Initial Diagnosis?	We will visually inspect your vehicle, do a preliminary test drive, and perform basic system diagnostics free of charge. May I schedule your Free Initial Diagnosis?
<b>Warranty Concern - Pushback</b>	What if they find something?	You will not incur any charges without your approval. May I schedule your Free Initial Diagnosis?