

Sample Report

ServiceIntelligence – Just one vehicle profile report provides Sales, Marketing, Appointment Setting, New Profit Opportunities, and a Unique Competitive Advantage.

CUSTOMER LOYALTY AT A GLANCE:

Is this a loyal customer?
When was vehicle in last?
How many visits since the first time?
How many miles under my care?

BUILD CREDIBILITY IN SECONDS

Today's odometer and daily mileage have been adjusted to accurately show your knowledge of their driving habits.

AUTHORITATIVE AND ACCURATE

Customers need facts to support purchasing decisions. Every service performed in the past is analyzed and accurately aged to support their maintenance program.

NEXT APPOINTMENT

Date is automatically calculated. Now you won't let the customer go without scheduling their next appointment!

MISSED OPPORTUNITIES?

Look at how many times this vehicle was at the shop (14 visits) but never was sold any of the recommended items. 25 customized maintenances services are tracked automatically, and items are flagged when a service has never been done.

WHAT NOT TO SELL

These items are not needed yet. Some of them will be on their "Next Appointment."

SALES OPPORTUNITIES

Previously declined services are taken directly from your shop management notes. All relevant information is included under the Service Notes area.

NICK'S SERVICE CENTER
(888)724-3742

Karen & Mary Ellen Falk
234 Oak Dr
Lansdale, PA 19446

Dear Karen & Mary Ellen,
According to our records, you only drive 25 miles per day. Our service recommendations are adjusted according to your actual vehicle usage for accurate and economical preventive automotive care. Based upon the elapsed time and miles since each system was last serviced, you may be due for recurring preventive maintenance as listed below.

Your Signature

2000 Honda Odyssey EX - Lic # DAY9833

Last Serviced: 2,957 mi./4 mo.
Vehicle Visits: 14 since Jul-01
Miles as Customer: 50,288
Months as Customer: 68
Last Service Date: 10/13/06
Report Date: 2/10/07
Next Appointment: 5/11/07

58981
Your average daily mileage is 25

DUE NOW - SERVICE/INSPECTION

- AIR FILTER - Oil change, last serviced at 37,489 miles on 05/28/04 -> Past due: 9,521 Miles / 20.9 Months.
- ENGINE OIL CHG - Oil change, last serviced at 36,024 miles on 10/13/06 -> Past due: -43 Miles / 1.0 Months.
- TIRE ROTATION - Due now, last serviced at 50,200 miles on 03/18/06 -> Past due: 3,781 Miles / 5.0 Months.

DUE NEXT - SERVICE/INSPECTION

- A/C & CABIN FILTER - Next due at 65,200 miles or 03/07, whichever comes first. -> Not due for: 6,219 Miles / 1.0 Months.
- WHEEL ALIGNMENT - Next due at 80,200 miles or 03/06, whichever comes first. -> Not due for: 21,219 Miles / 13.0 Months.
- BATTERY & CABLES - Next due at 92,024 miles or 09/09, whichever comes first. -> Not due for: 33,043 Miles / 32.0 Months.
- BRAKE FLUID FLUSH - Next due at 74,200 miles or 03/06, whichever comes first. -> Not due for: 15,219 Miles / 13.0 Months.
- SPRINKLER INSPECTION - Next due at 69,024 miles or 10/07, whichever comes first. -> Not due for: 9,043 Miles / 8.0 Months.
- COOLANT FLUSH - Next due at 80,200 miles or 03/09, whichever comes first. -> Not due for: 27,219 Miles / 25.0 Months.
- PA INSPECTION/EMISSION - Next due at 65,200 miles or 03/07, whichever comes first. -> Not due for: 6,219 Miles / 1.0 Months.
- TRANSMISSION FLUID - Next due at 80,200 miles or 03/09, whichever comes first. -> Not due for: 21,219 Miles / 25.0 Months.
- WINDSHIELD WIPERS - Next due at 65,200 miles or 03/07, whichever comes first. -> Not due for: 6,219 Miles / 1.0 Months.

RECOMMENDED - Preventive maintenance lowers your vehicle's cost-of-ownership.

- DIFFERENTIAL SERVICE - No History - Service every 30,000 miles or 36 Months.
- FUEL FILTER - No History - Change every 30,000 miles or 36 Months.
- PCV VALVE - No History - Service every 30,000 miles or 36 Months.
- SPARK PLUGS/IGNITION - No History - Inspect/replace every 30,000 miles or 36 Months.
- TIMING BELT - No History - Service every 90,000 miles or 60 Months.

SERVICE NOTES - 2000 Honda Odyssey EX - Lic # DAY9833

- Dec-06 There's a rattling noise from inside the catalytic converter; the converter will eventually need replacement.
- Aug-06 Both tailgate supports are worn-out and will not hold the tailgate open safely; we recommend replacing both supports.



Phone: 800-410-0529
Web Site: Mitchell1.com/bps

