

From: billjones@abcprogressivemotors.com
To: [Steve Kay](#)
Subject: Tomorrow Friday 10AM - Service appointment reminder - ABC Progressive Motors
Date: September 14, 2017 8:29:36 AM
Attachments: [Services.pdf](#)

Steve, just a quick appointment reminder for tomorrow, Friday at 10AM. We look forward to seeing you and your 2010 Chevrolet Impala to take care of that power window issue.

- Since your vehicle is in anyway, I've also attached a copy of the maintenance services that are due at this point, along with an explanation of each of the services
- If you'd like them added to your appointment or have any questions, just reply back to this email or call me at any time

My best,

Bill Jones
Service Advisor
Direct dial: 843-123-456
billjones@abcprogressivemotors.com
www.abcprogressivemotors.com



Our service department address is:

- 123 Main St.
- Mytowne, NC 28036

- Follow the signs to our Service Department Drive-through Check-in
- Follow the arrows to pull into an open lane
- I'll be looking out for you and meet you at your car



Chevrolet Impala 2010 >> 55000 >>

Database

CUSTOMER INFORMATION

Customer Name:	Steve Kay	Chevrolet Impala 2010
Customer Phone:	123-456-7890	55000
Customer E-Mail:	stevekw@stevekw.com	
Appointment:	Tomorrow Friday 10AM	
Advisor:	Bill	

Engine Oil and Filter Replacement

What it is:

Oil reduces engine friction, helps in heat control, and includes a filter to trap dirt and particles

What happens over time:

- Oil gets dirty and protective qualities break down
- Sludge can build up
- Filter gets clogged

What this means:

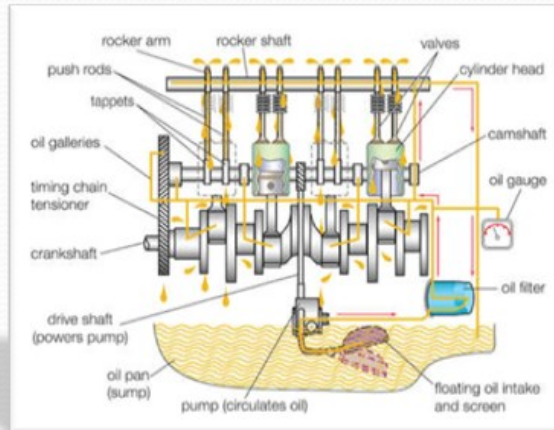
- Engine parts wear out faster
- Premature failure

What we'll do:

Replace your engine oil and filter

The benefits to you:

Saves money
Maximum Reliability



Perform detailed multi-point vehicle inspection

Multi-point Inspection

What it is:

A thorough inspection of all vital fluids & components on your vehicle

What happens over time:

- Fluid protective qualities break down
- Components wear out

What this means:

- Safety, reliability and performance can be compromised

What we'll do:

Complete Multi-point Inspection with Green/Yellow/Red rating

The benefits to you: Enjoy a vehicle that is

Safe
Reliable
 Performing the way that it should

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Mileometer: _____ Tag#: _____ License#: _____

Checked and OK
 May Require Attention Soon
 Requires Immediate Attention

WIPER BLADES

OnStar active:


Enrolled in DVD:

Enrolled in DMN:

Cracks: _____ Chips: _____

RF: _____ LF: _____

CHECK BATTERY



Wiper with:

Service History Check

Air Conditioning Performance: _____

Remaining engine oil life: _____ %

Phase: _____

CHECK TIRES AND TREAD DEPTH

Rotation needed:

Alignment needed:

Balance needed:

Rotation performed:

Alignment performed:

Balance performed:

Lowest Tread Depth: _____

Wear Pattern:

CHECK FLUID LEVELS

Engine oil: _____

Brake fluid reservoir: _____

Transmission (if equipped w/automatic): _____

Coolant recovery reservoir: _____

Power steering: _____

Windshield washer: _____

CHANGE ENGINE OIL & FILTER

PSID: set to: _____ PSI PSID: set to: _____ PSI

ADDITIONAL CHECKS

Fuel system (also including gas cap seating): _____

Engine, transmission, drive axle, transfer case: _____

Engine cooling system: leak/other: _____

Shocks and struts - also check operation: _____

Balls, engine, power steering and/or V-drive: _____

Hoses, engine, power steering and HVAC: _____

Engine air filter: _____

Pasenger Compartment Air Filter: _____

Steering components and steering linkage: _____

CV drive axle boots or drive shafts and U-joints: _____

Exhaust system components: _____

Body components lubrication: _____

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm greater: _____

5 mm: _____

4 mm: _____

3 mm/less: _____

2 mm/less: _____

1 mm/less: _____

Lowest Front Lining: _____

Lowest Rear Lining: _____

Additional Recommended Services

1) _____

2) _____

3) _____

Service Consultant: _____

Technician: _____

Flashtest system component check: _____

Chassis components lubrication: _____

Drive Axle (leak/other): _____

Evaporative control system: _____

GM FM 0265-08 ©2007, copyright, all rights reserved. CUSTOMER COPY

Tire Rotation

What it is:

Each wheel position can cause different wear rates and different types of wear

What happens over time:

- Typically the front tires wear more rapidly and unevenly

What this means:

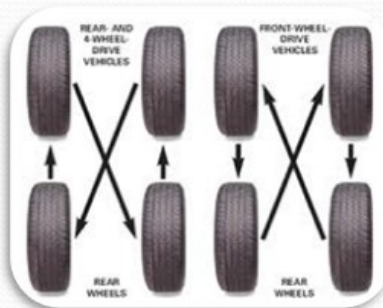
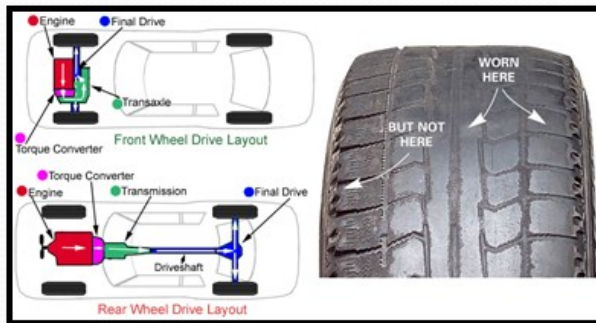
- Faster wear will shorten tire life
- Develops thin spots
- Poor traction

What we'll do:

Rotate your tires

The benefits to you:

Saves money
Safer



Windshield Wiper Blade Replacement

What it is:

Windshield wipers are essential to a clear view of the road, particularly in rain, sleet or snow conditions

What happens over time:

- Crack, split, peel and just wear out

What this means:

- Reduces visibility
- Creates noise

What we'll do:

Replace your windshield wipers...before they wear out

The benefits to you:

Safety
Comfortable driving





Cabin Air / Dust and Pollen Filter Replacement

What it is:

Filters out particles in the air before they get into your vehicle including pollen, dust, soot and smog

What happens over time:

- Gets clogged
- Air going into cabin bypasses filter

What this means:

- The force of the air pushing into your vehicle creates cabin air that is a lot more polluted than the air outside

What we'll do:

Replace your cabin air filter

The benefits to you:

Clean cabin air
A lot healthier



Replace brake system fluid - max. 2 years



Brake Fluid Exchange + Pressurized System Cleanse

What it is:

Pressing the brake pedal pushes a plunger that presses brake fluid through the brake lines to operate the brake pads to stop your vehicle

What happens over time:

- Fluid absorbs moisture through the brake lines and rubber seals
- Gets dirty from component wear

What this means:

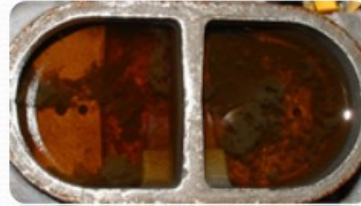
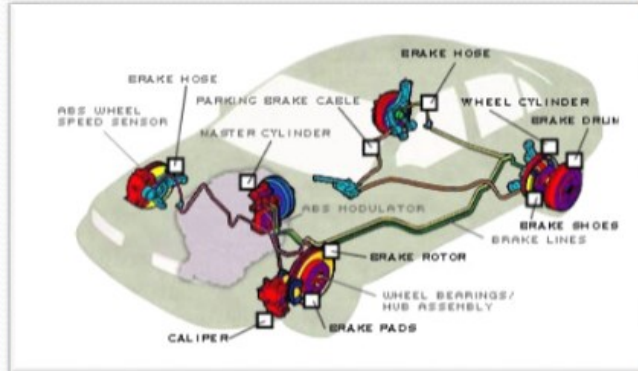
- Reduction in braking power
- Internal corrosion
- Premature failure

What we'll do:

Replace your brake fluid +
a pressurized system cleanse to
remove varnish and contaminants
before refilling

The benefits to you:

Maximum safety
Maximum reliability





Chevrolet Impala 2010 >> 55000 >> Service Menu Total

Database Get/Email PDF

Advisor: Bill Jones Customer Name: Steve Kay Customer Phone: 123-456-7890 Customer E-Mail: stevekw@stevekw.c

Please select services for your Chevrolet Impala 2010 at 55000 miles:

Selectable Package Options

MM_II_upgrade

Minimum Recommended Services

- Maintenance Minder I services included
Change engine oil and filter. Reset oil life system
Lubricate chassis components
Perform detailed multi-point vehicle inspection
Rotate tires inspect brakes
Inspect brake system
Inspect fluid levels, adjust as nec.
Visually check for leaks or damage

Minimum Recommended Total: \$ 59.84

Including the Following Inspections:

- Check all fluid levels and top-up as needed
Radiator, heater & A/C hoses for leaks/damage
Inspect and adjust tire pressures
Oil and/or fluid leaks
Steering / suspension / drivetrain components
Exhaust system for leaks, loose/damaged parts
Visually inspect brake condition

Package Opcodes:
Service Opcodes: LOF1, 99P, ROT, WIP, CA, BF2

Pricing and Additional Recommendations

Preferred Total \$279.53

Prices include all selected services and packages. Taxes are extra. (Services are explained by moving the cursor over a description and/or clicking the link for more information and applicable movies: Hover Images and Information Points)

Preferred Recommendations

Wiper blade replacement (2)
Preferred Service Total: \$19.87

Additional Services to Consider

- A/C performance check - freon extra
Alignment 2 wheel
Alignment 4 wheel
Balance 4 wheels
Battery service
Brake fluid exchange
Cooling system fluid exchange
Differential Service
Dust and pollen filter replacement
Fuel injector service
Fuel system service
Power steering service
Throttle body service
Transfer case service
Transmission fluid exchange

Additional Service Total: \$0.00

Services suggested by your Service Advisor

- Replace cabin air filter if applicable
Replace brake system fluid - max. 2 years
1. Upgraded pressurized cleanse before refill

Advisor Services Total \$199.82

Your new vehicle limited warranty requires that you perform the scheduled maintenance at the times or mileages shown in your operators manual. If you do not do so, and your vehicle fails as a result of your failure to maintain your vehicle properly, repairs of the failure may not be covered under your warranty. The maintenance recommended above is based on the Manufacturer's schedule for severe conditions.

The maintenance suggested by ABC Progressive Motors selected above meets or exceeds factory recommendation:

Accept Decline

Signature of Authorization
Print