Turn your service department into a sales machine! QuickScreen data gives you the visibility you need to craft a conversation that best fits each customer situation.

Armed with the QuickScreen data, here are some

"Ms. Burke, your vehicle needs nearly \$3,000 of

work today. However, if you are interested, you

could trade in your vehicle for a brand new model, and we can lower your monthly payments given our

current factory incentives and monthly specials. Are

suggested talk tracks to use with your service

customers:

We suggest running a QuickScreen on customers who drive in for service, including those:

- who did not buy the vehicle from you
- may be facing a large repair order
- have a vehicle that is in high-demand on your pre-owned lot

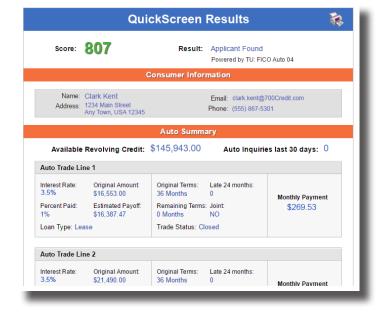
QuickScreen data provides you with the information you need to have a closing conversation with each of these customer types.

Suggested data to focus on:

- FICO score
- Interest rate on current loans
- Time remaining on their current loan or lease
- · Current monthly payments

you interested in taking a test drive or having a conversation with one of the sales team members? If you trade in your vehicle, we will take care of the RO for you!"

"Mr. Johnson, I noticed your vehicle is nearing the 100,000 mile mark where you will need some major service done. While you are waiting, would you like to take a test drive in one of our newer models? Currently we have a high demand for your year/



service done. While you are waiting, would you like to take a test drive in one of our newer models? Currently we have a high demand for your year/make/model, and with our great factory financing offers, we could potentially lower your current monthly payment. Can I introduce you to one of our sales team members?"

