Monitor Comebacks

Issue #	Part Info:	Group(s) Affected:		
16	Changes in Policy	Service ☐ Parts ☐ Roadside Assistance ☐ Sales ☐ Vehicle delivery/Logistics ☐		

Condition:
Because changes are suggested in policy that may mean less batteries are replaced, there is a concern that “comebacks” may result.

Concern:
This is a commendable concern.

At other dealers who earnestly implemented changes at the technician level, and included multiple tests of batteries had few customers who returned, even though significant changes in test procedures took place.

Suggested Change
Monitor the situation, if customers come back consider if more goodwill is appropriate with your district representative.

TMS is willing to investigate causes and offer suggestions. We also welcome your suggestions and hearing what works for you.

Be aware through you are judged by your peer’s warranty, and TMC is monitoring warranty on batteries more closely than in the past.

You may wish to implement the recommended changes for 1-2 months, then evaluate the results.

Dealer Concerns: