



# Service Manager Bulletin

TITLE:

**Service Action Capacity Limits and Lead Time Capability Now Available Through XTIME**

<b>GROUP:</b> 00	<b>NO:</b> 003	<b>ISSUING DEPARTMENT:</b>		<b>CAR MARKET:</b> United States	
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<b>Service Personnel:</b> Read and initial		<b>SERVICE MANAGER</b>	<b>SERVICE WRITER</b>	<b>WARRANTY ADMINISTRATOR</b>	<b>Page 1 of 4</b>

## “Right first time in Time”

Service Action/Recall announcements offer little time for dealers to act on the news, leaving them overwhelmed with customer calls, questions and appointment requests. Every recall is different, and dealers today need dynamic tools to help them schedule and complete these recalls as quickly and efficiently as possible.

### **CAPACITY**

Xtime now offers the ability for dealers to create daily capacities on specific recalls – limiting the maximum number of daily appointments scheduled for a specific manufacturer recall.

Dealers can take advantage of this new functionality by using Xtime Daily Recall Capacity Limits to:

- Manage different capacities for specific recalls based on the day of the week. For example, some dealers may use this to limit/prevent certain recalls from being scheduled on Saturdays.
- Set a maximum daily capacity to limit specific recalls requiring several hours of labor time while allowing more capacity for other recalls that can be completed quickly.
- Control scheduling with capacities for certain recalls that require Factory Certified or Master technicians to be available.

### **How it Works**

In the event of a recall, a Service Manager can now define daily appointment limits for each day of the week, and for each individual recall using the following steps:

- Under the *Configure* sub-application, click on *Resources* and then *Campaigns*.
- Each new recall will then be pre-configured with a default value of “NL” (No Limit) for each day of the week. This can be updated by the Xtime Administrator from this screen.
- As additional recalls are created, they will automatically be added to this screen, and defaulted to “NL” until configured at the individual dealer level



**Resources**

**Campaigns**

ADVISORS  
TEAMS  
TRANSPORTATION  
CAPACITY  
CALL AGENT  
SKILLS  
**CAMPAIGNS**

**Details**

Lead Time cannot extend past 30 days

Added in Last 12 Months MAZDA

START DATE	NAME	ID	MAKE	LEAD TIME (DAYS)	DAILY LIMITS							
					SU	MO	TU	WE	TH	FR	SA	
05/25/2016	9416E Continued exposure to high levels of absolute humidity may cause the air bag...	9416E	MAZDA		NL	NL	NL	NL	NL	NL	NL	NL
04/08/2016	9316D During manufacturing of the front strut assembly to the steering knuckle...	9316D	MAZDA		NL	NL	NL	NL	NL	NL	NL	NL
02/01/2016	9216B The fuel filler pipe could rupture during a rear collision, and could...	9216B	MAZDA		NL	NL	NL	NL	NL	NL	NL	NL
01/29/2016	9116A The driver air bag inflator may deploy abnormally in the event of a cras...	9116A	MAZDA		NL	NL	NL	NL	NL	NL	NL	NL
01/06/2016	8915K On certain subject vehicles, the powertrain control module (PCM) may...	8915K	MAZDA		NL	NL	NL	NL	NL	NL	NL	NL
12/22/2015	9015L Superseded by Safety Recall 9416E. Continued exposure to high levels of...	9015L	MAZDA		NL	NL	NL	NL	NL	NL	NL	NL
10/22/2015	8715J Due to an excessive amount of grease at the contact points inside the...	8715J	MAZDA		NL	NL	NL	NL	NL	0	NL	NL
10/19/2015	8815J The shift lever bolt of the remanufactured A/T was not tightened t...	8815J	MAZDA		NL	NL	NL	NL	NL	0	NL	NL
10/01/2015	8615J A defect in the fuel shut-off valve may allow fuel to flow into the charcoal...	8615J	MAZDA		NL	NL	NL	NL	NL	0	NL	NL

9 Results Results per page 25

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By default, the system will not place any daily limits on any recall until configured by Dealership Xtime administrator, at the individual dealer level. Once configured, the system will not allow additional appointments to be scheduled once the daily limit for that day, and that recall is met.

Should additional recalls arise in the future, Xtime's new daily recall capacity feature will help dealers quickly adjust the daily limits and better manage inbound appointment requests online and in-dealership.



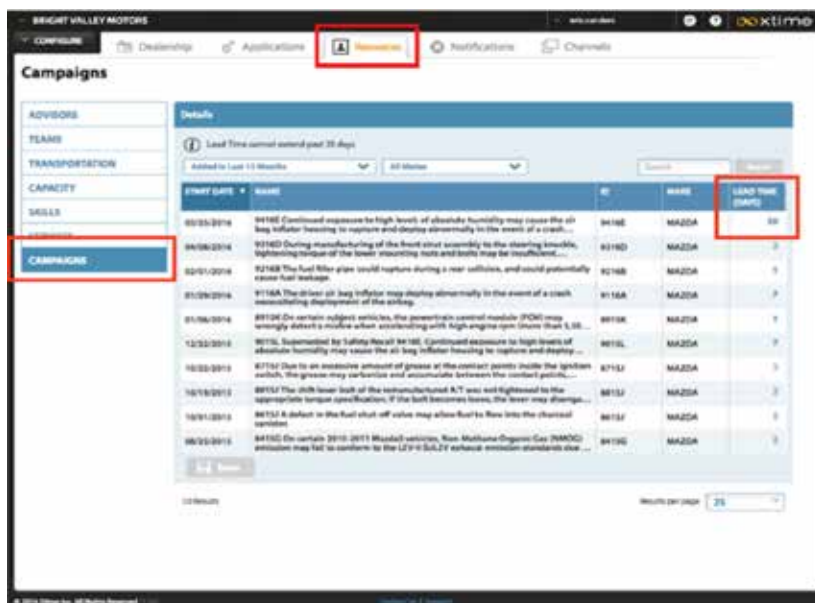
## LEAD TIME

To avoid a disruption in revenue operations and keep customers satisfied, Xtime now offers a way for dealers to define “lead time”—or the minimum time in business days that a customer must wait before bringing a recall-affected car into the dealer—for a recall and get ahead of customer demand. For example, if a customer tries to book a recall-related appointment online, the service availability calendar will advance by two business days, allowing the dealer enough time to gather the necessary resources to address the repair.

## How it Works

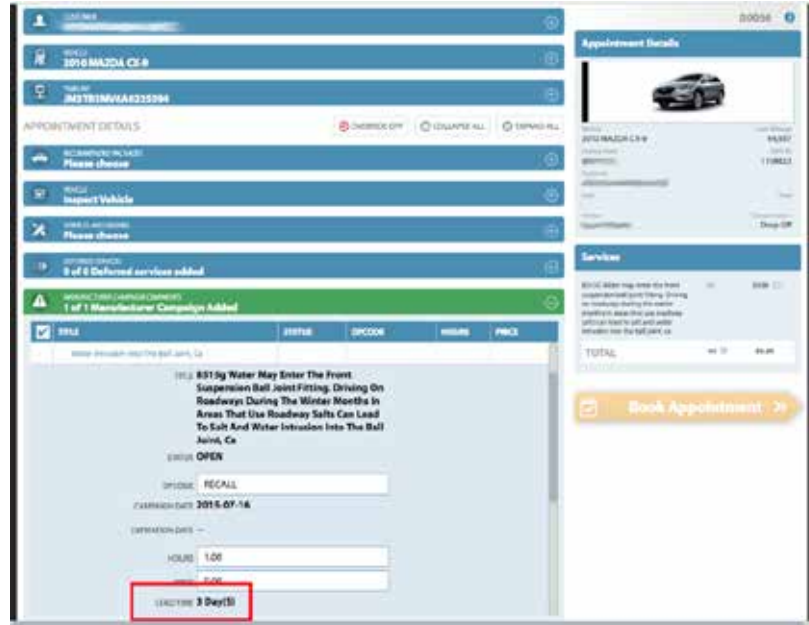
In the event of a recall, a Service Manager can define the lead time in business days using the following steps:

- Under the **Configure** sub-application, click on **Resources** and then **Campaigns**.
- Each new recall will then be pre-configured with a default value of two business days. This can be changed by the Xtime Administrator.



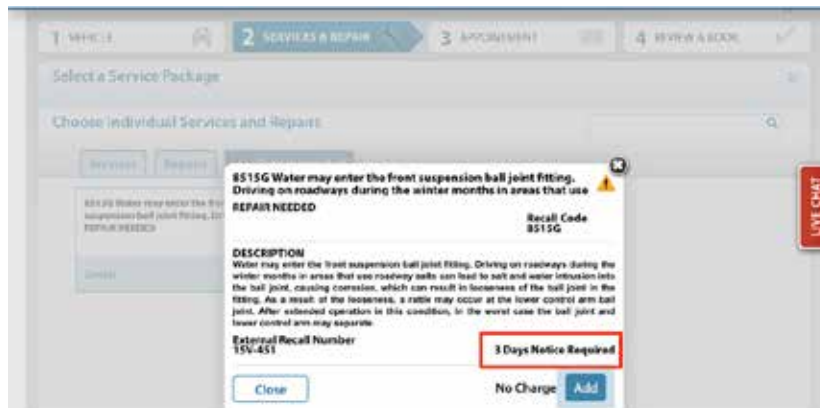
A call center agent or other dealer personnel can also use this new feature during the appointment process.

- If a recall-related repair is added to an appointment, the available service date is advanced by the number of business days specified in the lead time.
- The appointment taker will then review the lead time for each recall added to the appointment.



Customers booking recall-related appointments online can also use the lead time feature.

- If a recall-related repair is added to an appointment, the available service date is advanced by the number of business days specified in the lead time.
- The customer can view the lead time for each individual recall added to the appointment.



Should a recall arise in the future, Xtime's new lead time feature will offset the financial impact and flood of customer calls by allowing the OE and each individual dealer to better handle recall-related appointments and parts and labor needs.

Any questions, please contact [support@xtime.com](mailto:support@xtime.com).