VOLVO CAR SERVICE AND PARTS BUSINESS



# Service Manager Bulletin

### TITLE: Service Action Capacity Limits and Lead Time Capability Now Available Through XTIME

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#### "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

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	04/08/2016	9316D During ma strut assembly to	nufacturing the steering	of the front knuckle,	9316D	MAZDA			NL	NL.	NL	NL.	NL I	NL.
AMPAIGNS	02/01/2016	9216B The fuel fill during a rear colli			92168	MAZDA			NL	NL	NL	NL	NL I	NL
	01/29/2016	9116A The driver deploy abnormal	air bag inflat y in the even	or may t of a cras	9116A	MAZDA			NL	NL.	NL	NL.	NL I	NL.
	01/06/2016	8915K On certain powertrain contro	subject vehic al module (PC	cles, the CMI may	8915K	MAZDA			NL	NL.	NL	NL.	NL I	NI.
	12/22/2015	9015L Superseder Continued expose	d by Safety R ure to high le	ecall 9416E. vels of	9015L	MAZDA			NL	NL	NL	NL	NL I	NL
	10/22/2015	8715J Due to an e grease at the cont	accessive amo tact points in	side the	8715J	MAZDA			NL	NL.	NL	NL.	0	NL.
	10/19/2015	8815J The shift le remanufactured A			8815J	MAZDA			NL	NL.	NL	NL.	0	NI.
	10/01/2015	8615J A defect in may allow fuel to			8615J	MAZDA			NL	NL	NL	NL	0	NL
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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.

ADVISORS	Details							
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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.

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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 <u>support@xtime.com</u>.