



TECHNICIAN MULTI-POINT INSPECTION



SIGNATURE SERIES

SHAW

The standard for dealership training.



SHAW

DEALER TRAINING GROUP

200 SERIES · 208

Steve Shaw

424-237-4973

hello@shawdealertraininggroup.com

shawdealertraininggroup.com

THIS WORKBOOK BELONGS TO

Write it down. What you write, you remember. What you remember, you use.

THE BIG IDEA

208

The one idea that anchors everything that follows.

**The technician's inspection starts every sale.
Find it, document it, show it — the customer decides.**

NOTES:



MPI OBJECTIONS

Name them — so you can handle them.

What reasons do you hear from your advisor (ASM) for not completing a full multi-point inspection on every car?

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.



SELLING VS. BUYING

Which one actually works?

Nobody likes to be sold. Everyone likes to buy.

SELLING

BUYING

NOTES



BUYING MOTIVES

This is the crux — people buy for two reasons.

People buy for two reasons:

FEAR OF LOSS =

HOPE FOR GAIN =



THE GOALS

208

One inspection, three wins — and the formula.

Goal for the customer

Goal for the technician

Goal for parts



NEED + VALUE = SALE

NOTES



WHAT EACH ONE SEES

Two roles, two languages — together, the whole story.

*The technician and the advisor see the same car in two different languages.
Fill in what each one speaks:*

Technicians

→

Service advisors

→

NOTES



LOAD THEIR LIPS

The words you choose decide whether they buy.

Give the advisor the right words. Some create need; others sound like a pitch. Say this — not that.

SAY THIS

Important

Vital

Required

Necessary

NOT THAT

Tell

Should

Recommend

Due / overdue



PASS OR FAIL

Every item is a pass or a fail. Nothing in between.

GREEN — PASS

Items in good condition. Tell the customer in plain facts.

RED — FAIL

Items that need attention now. Present the facts; the customer chooses.

The yellow items passed today. They will fail on or before your next visit.



NOBODY BUYS YELLOW

Yellow is an opinion. Pass or fail is a fact.



**NOBODY
BUYS
YELLOW.**



There are only two items we ever mark in yellow:

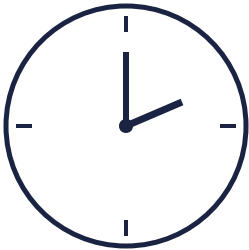
_____ and _____

Why? Because they are a measurement.

NOTES

QUARTER TIME

60 minutes — and the clock is running.



Quarter Time is the industry standard: the customer allows the dealership 60 minutes for a multi-point inspection, oil change, and tire rotation. One quarter of that hour is 15 minutes.

15 minutes

=

chance

30 minutes

=

chance

45 minutes

=

chance

Can you achieve a 15-minute interval from write-up to the multi-point inspection presentation 100% of the time?

YES

NO

WHY OR WHY NOT?



THE REPORT CARD

208

One simple report card — like a state inspection.

PASS / FAIL ELEVATES THE MPI

A pass/fail report card raises the dealer's multi-point inspection to a higher status. The customer treats it like a required state inspection — facts about the car, not a sales pitch.

What changes when the inspection is a simple pass or fail?



SAMPLE REPORT CARD

The document we use — pass or fail, every item.

MULTI-POINT INSPECTION — REPORT CARD

SAMPLE

Customer _____

Vehicle _____

Mileage / RO # _____

☐ P = PASS

☐ F = FAIL

Brakes & tires: record the measurement.

	P	F
UNDER HOOD		
Engine oil & filter	☐	☐
Engine air filter	☐	☐
Cabin air filter	☐	☐
Drive belts & hoses	☐	☐
Coolant system	☐	☐
Battery & terminals	☐	☐

INTERIOR / EXTERIOR		
Exterior lights	☐	☐
Wiper blades & washer	☐	☐
Horn	☐	☐
Glass & mirrors	☐	☐

	P	F
UNDER VEHICLE		
Shocks / struts	☐	☐
Steering & suspension	☐	☐
Exhaust system	☐	☐
Fluid leaks	☐	☐
CV boots / joints	☐	☐

MEASURED ITEMS		
Front brakes ____ mm	☐	☐
Rear brakes ____ mm	☐	☐
Tire tread ____ /32	☐	☐
Tire condition	☐	☐

PASS / FAIL ELEVATES THE MPI — JUST LIKE A STATE INSPECTION.

COMMENTS: _____



SECRET CODE

208

Complete the course — capture your code.

TODAY'S SECRET CODE

NOTES





KEEP GOING.

Multi-point inspection is only one piece of a complete Fixed Ops process. For more on the technician multi-point inspection — or training for any other area of your dealership — connect with the Shaw Dealer Training Group.

SHAW DEALER TRAINING GROUP

shawdealertraininggroup.com

hello@shawdealertraininggroup.com

(424) 237-4973

Steve Shaw · Founder, Shaw Dealer Training Group

A Shaw University course.



shawdealertraininggroup.com

(424) 237-4973 - Founded by Steve Shaw