

Powertrain Training

Service Writer for Diesel Service

Course Objective

Given the tools needed, such as service repair order software, the service writer will provide a full repair order with customer information, VIN number and other information related to the service and repair of a customer vehicle. The repair order will completely document information related to parts, labor, sublets, notes, and documented communications regarding repair and diagnostic services. Repair order and documentation of customer authorization will be obtained in accordance with local consumer affairs rules and regulations.

Course Description (Service Writer Tuesday)

The design and application of light and medium duty trucks with diesel powertrains are evolving and changing the transportation industry. Service writers are now required to have a minimum level of technical knowledge of diesel engines and related subsystems used in various diesel SUVs and trucks. Electronics have evolved with the use of networks where computer modules are sharing data and performing tasks to operate the transmission, brakes and even the instrument cluster or display of a vehicle.

This one-day course will review the basic technical knowledge needed to understand the common failures and issues with diesel trucks today. Discussion will cover appropriate labor rates and software that is available to calculate labor hours and parts to be charged. Labor rate instruction will offer a view of the overhead costs that a diesel drive-in service facility incurs.

Service writing at a drive-in service facility demands an understanding of the basic technical knowledge involved with diesel engines and effective communication to successfully provide estimates and repairs to the customer. Diesel pump and mechanical injectors are being phased out with the use of common rail fuel injection. This is also evolving with the use of piezo common rail fuel injectors. Turbochargers and intake systems that use actuators with enhanced components are needed to be understood along with common rail fuel injectors.

Diagnostic fees and methods used to communicate to the customer the value and effort needed to effectively perform a diagnostic will be discussed. Scan tools provide print-outs and graphs that may be used to sell a customer repair work and service. These also aid in selling services that will provide a reliable truck that is well maintained. The sale of maintenance services will be role played to allow the course attendee to rehearse better methods to sell these services.

The sale of parts is a main profit source for a drive-in service facility. Sourcing parts from various vendors, from dealerships to chain parts stores, enables the service writer to obtain the best wholesale cost for a part to maximize profits on the sale. Sale percentage mark-up of parts will be discussed and demonstrated using software available for drive-in service facilities. Repair orders (RO) will be broken down, and case studies will be shown where labor, parts, services, sublets and notes are documented in a repair order.

Repair jobs will be discussed which include the following customer concerns:

1. Crank no start issues
2. Drivability, smoke, hesitation, stalling issues
3. Intermittent issues
4. Charging system issues
5. Body
6. Electrical
7. Chassis

Service writing requires detail and organization for the need to record conversations, make notes and revisions to estimates and repair orders using tools available in the repair order software. A record of conversations, information provided, and discussions had, whether in person or by telephone, regarding a diagnostic result and/or recommended repair is essential and a proactive practice to avoid disputes or misunderstandings.

Common laws and practices will be viewed to ensure your facility is protected in case of a dispute. The importance of signed estimates and repair orders, and understanding the rights of the customer will allow the service writer to successfully

Maintenance services and upselling is essential to maintain customer confidence not only in the reliability of the vehicle but also the confidence in your drive-in service facility. There will be extensive discussion regarding these services such as oil change, fuel filters, transmission services and intake services. Discussion will include use of CAN repair orders where you can successfully create a repair order in less time.

Computer skills and phone etiquette will be discussed, as well as conversations needed to establish customer relationships, such as keeping up on current events and hobbies. The need to have good reviews in Google and Yelp will be addressed. Social media sales methods will be mentioned.