

Selling benefits list

Customers get things repaired not because the workshop technician tells them, but because if they don't, it will compromise the car's safety or reliability, or cost more money in the long run.

Every time a repair is recommended, it must be backed up with some reasoning which must focus on:

- **Safety**
- **Reliability**
- **Future cost**

Note: The following selling benefits are **estimates only** and will vary between vehicles or as the repair process continues. Everything needs to be clearly communicated to the customer.

Service: (*\$245 1.25 hrs labour*)

4.5 litres semi-synthetic oil, branded oil filter, sump plug washer and all top-ups. Thorough inspection and report on the vehicle.

Selling points – we recommend servicing the vehicle because preventative maintenance is the best way to limit the likelihood of large, expensive jobs in the future. It's also imperative to keep your car safe and reliable for the family.

Up sell – brakes and brake fluid, coolant change, timing belt, tyres or suspension.

Brakes and disc machining: (*front \$310 1.5 hrs labour– rear \$360 2.0 hrs labour*)

Brakes and new disc rotors: (*front \$390 1.5 hrs labour – rear \$440 2.0 hrs labour*)

Parts and labour - quality brake pads, disc machining, clean down and lubrication of brake callipers and slides.

Selling points – we recommend disc machining of the brakes otherwise you may start to feel a vibration when braking. This is a safety issue for you and the family and there is the potential for long term brake damage that is very expensive to repair.

Up sell – brake fluid change, rotate and balance wheels, wheel alignment, tyres, general service.

Note: 4WD pads add \$50 and Euro car prices vary. Best to compare with dealer prices.

Rear brake shoes and wheel cylinders: (*\$390 2.0 hrs labour*)

Parts and labour - new rear brake shoes and wheel cylinders, complete rear brake strip down, clean down, re-assembly with new parts, adjustment and rear brake fluid bleed.

Selling points – we recommend replacing the rear brake shoes and cylinders because you are starting to lose your braking efficiency. This is a safety issue for you and the family and there is the potential for long term brake damage that is very expensive to repair.

Up sell – complete brake fluid change, rotate and balance of wheels, wheel alignment, tyres, general service.

Note: 4WD and Euro car prices vary. Best to compare with dealer prices.

Brake fluid change: (*\$95 .75 hrs labour*)

Parts and labour - complete brake fluid flush and bleed to change and remove rear drums, clean down and adjust rear brake shoes.

Selling points – we recommend a brake fluid change because the manufacturers recommend it be done every two years. This will extend the life of your brakes and help avoid long term brake damage that is expensive to repair. It will also help braking performance and brakes are the most important safety item on the motor car.

Up sell – complete brake fluid change, rotate and balance of wheels, wheel alignment, tyres, general service.

Cooling system flush: (*\$135 .75 hrs labour*)

Complete cooling system flush, new quality coolant and cooling system check.
Includes four litres of coolant.

Selling points – we recommend a cooling system flush because the manufacturers recommend it be done every two years. This will extend the life of your cooling system components, radiator and heater core. This will reduce the likelihood of long term damage that is expensive to repair.

Up sell – general service, radiator, radiator hoses.

Tyre rotation and balance: (*\$22 per wheel .5 hrs labour*)

Parts and labour - remove, balance and rotate all wheels and refitting.

Selling points – we recommend that you have a tyre rotation and balance as it will increase tyre life and save you money in the long run.

Up sell – tyres, brake pads, wheel alignment, general service.

Wheel alignment: (*\$70 .75 hours labour*)

Parts and labour - Front and rear wheel alignment.

Selling points – We recommend a wheel alignment as it will increase your tyre life, saving you money in the long run.

Up sell – tyres, brake pads, rotate and balance, general service.

Air conditioning service: (*\$165 1 hrs labour (.5 kg of refrigerant)*)

Full system check, removal of old refrigerant, full and thorough evacuation and refill with new refrigerant, full system performance test.

Selling points – we recommend that you get an air conditioning service as it will ensure the unit can operate efficiently. If the air conditioning system continues to deteriorate there is the potential for long term compressor damage that is very expensive to repair.

Up sell – receiver drier, pollen or cabin filter, general service.