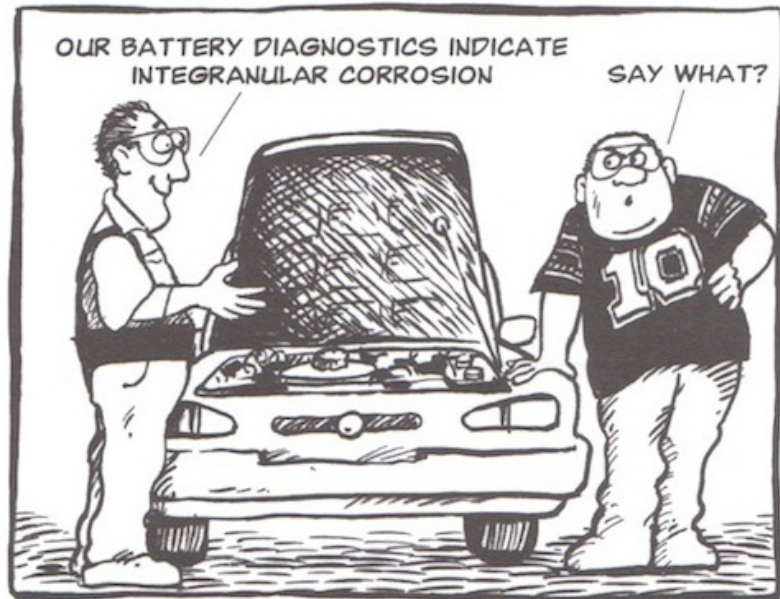


## CASE FILE:

# STANDARDS OF SERVICE



**EASE YOUR  
CUSTOMER'S  
FEAR BY  
MAKING YOUR  
RECOMMENDATIONS  
CLEAR**



### THE POLICY

Make repair recommendations based on the following MAP-established standards:

#### System Failure

Parts/systems are out of manufacturers' specifications, have failed or are unable to perform normal function as intended or designed by manufacturers. Service/replacement is *required*.

#### Preventive/Scheduled Maintenance

Parts/systems are scheduled for service/replacement per industry standards or are near the end of useful life and repair/replacement is recommended in advance of failure. Service/replacement is *suggested*.

#### Improved System Performance

Parts/systems are recommended for repair/replacement to improve the vehicle's ability to perform as intended or designed by the manufacturer, or as requested by the customer. Service/replacement is *suggested*.

**Q. HOW SHOULD RECOMMENDATIONS BE MADE TO THE CUSTOMER?**

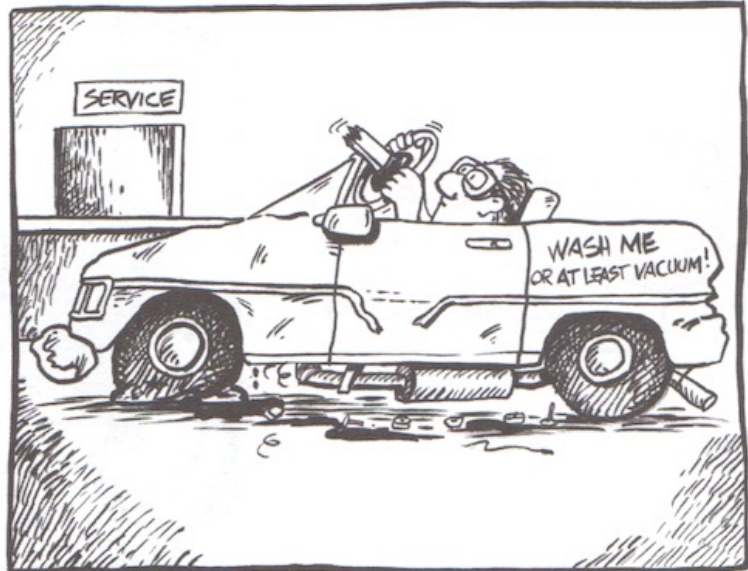
**A.** Explain all repair recommendations in clear, simple, non-technical terms before the customer authorizes the work. Indicate repair recommendations by checking the "Basis for Recommendations" boxes on the QSC form, to be delivered to the customer with the estimate.

## CASE FILE:

# UNSAFE VEHICLES



**AVOID GETTING YOURSELF INTO A DANGEROUS FIX**



### THE POLICY

Before you accept a vehicle in for repair, always inspect it to determine if it is safe to drive.

- If STG can perform the services needed to return the vehicle to a driveable condition, accept the vehicle by completing a work order.
- If the vehicle requires services that are not within STG's core businesses, notify your manager, who will explain to the customer why the vehicle cannot be accepted for service.

**Q.** WHAT IF THE VEHICLE IS FOUND TO BE UNSAFE - OR IT HAS BECOME UNSAFE BECAUSE OF DISASSEMBLY DURING INSPECTION - BUT THE CUSTOMER REFUSES REPAIR?

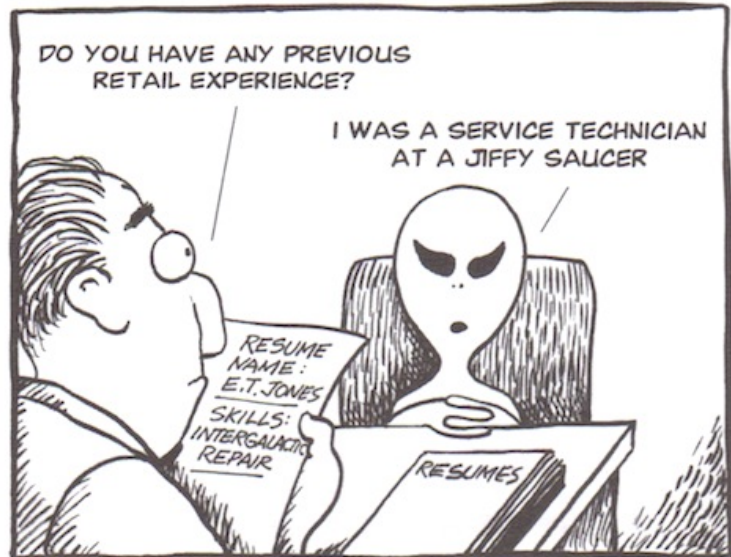
**A.** If the repairs are minor or simple reassembly is possible, management may decide to do the work required at no charge to the customer. Otherwise, offer to pay the customer up to \$35 to have the vehicle towed.

## CASE FILE:

# EQUAL EMPLOYMENT AND ADVANCEMENT OPPORTUNITY



**IF YOU'VE  
GOT THE  
DRIVE, YOU'LL  
GET THE CHANCE**



### THE POLICY

STG is committed to providing a diverse and tolerant work environment free of discrimination. STG does not discriminate against any associate, customer or other person involved in STG business dealings. This policy assures equal treatment regardless of:

- Race
- Religion
- Age
- National origin
- Disability
- Veteran status
- Color
- Gender
- Marital status
- Sexual orientation
- Citizenship status

The policy applies to all areas of employment including hiring, training, scheduling, advancement, compensation, benefits, discipline and termination.

**Q.** WHAT IF YOU FEEL MORE COMFORTABLE WORKING WITH CERTAIN ASSOCIATES WHO SHARE THE SAME RACE, GENDER OR AGE?

**A.** When involved in a task or project, you should never choose to work with associates based on discriminatory reasons. Remember that STG supports a work environment that provides equal opportunities for everyone.