

Customer		Address	
Telephone		Make	Model

McClure's Service, Inc.

35 POINT CUSTOMER CARE CHECKLIST

Phase I	Evaluation			Phase II	Evaluation											
Vehicle Function	Satisfactory	Marginal	Replace	Vehicle Function	Satisfactory	Marginal	Replace									
FRONT - END				INTERIOR												
Air Bags A/C Air Filter Anti-Theft Battery Cable Belts Body Parts Brakes Cables Caps Coolant Engine/Parts Emissions Fluids Front End Fuel System Hoses/Clamps Lights Leaks Oil Oil Filter Spark Plugs Steering Oil Tires Wipers Wiring Other				Air Conditioning Doors/Locks Heater Instruments Gauges Keys/Remote Lights Leaks Mats Mirrors Radio/Stereo Safety Restraints Speakers Other												
REAR END				UNDERCARRIAGE												
Body Parts Brakes Jack/Tools Lights Tires/Spare Wiring Emissions Bumper/Hitch Other				Axles Cables Exhaust System Fluids Gas Tank Leaks Mufflers Pan Rear End Front End Frame Transmission C-V Joints Wiring Other												
				Prepared By: _____ Date: _____												
				<table style="margin-left: auto;"> <tr> <td style="text-align: right;">SERVICE</td> <td style="text-align: right;">Parts</td> <td style="text-align: right;">\$</td> </tr> <tr> <td style="text-align: right;">DEPARTMENT</td> <td style="text-align: right;">Labor</td> <td style="text-align: right;">\$</td> </tr> <tr> <td style="text-align: right;">ESTIMATE</td> <td style="text-align: right;">TOTAL</td> <td style="text-align: right;">\$</td> </tr> </table>				SERVICE	Parts	\$	DEPARTMENT	Labor	\$	ESTIMATE	TOTAL	\$
SERVICE	Parts	\$														
DEPARTMENT	Labor	\$														
ESTIMATE	TOTAL	\$														