



It Matters Now More Than Ever!

These are tough times for your customers. The economy is in a tailspin, consumers aren't spending, freight is down and money is tight. Not only have new truck sales declined, customers are watching every penny spent on their current equipment. When they bring their truck to you for maintenance or repair, they want to know exactly

what's being done and how much it will cost them —up front. MVASIST is the only tool that can help you deliver what customers want — consistently, efficiently and professionally.

Tracy Schnitzler, Service Manager, M & K Quality Trucks, Byron Center, MI

has been using MVASIST in his shop for about 18 months now and says it has improved efficiencies at his shop tremendously. "Today's customers want to know a dollar amount before they'll leave the truck with you. With the MVASIST estimating tool, there is no room for argument or negotiation. The customer receives a comprehensive, professionally prepared, accurate estimate. The technician sees what needs to be done and how long it should take to get the job done.

"Was it hard to get our service advisors and writers to use MVASIST? Not at all. They actually prefer it. It saves them time — no more running to the parts department for prices. And the customer reviews and signs the estimate before leaving the truck so there is no hassle over the final invoice."

Ron Myering, M & K Quality Truck Dealer Principal, said MVASIST helped him solve three problems. "First, the State of Michigan requires we give a customer an estimate, and before MVASIST we had no efficient way of doing that. Secondly, we were always closing RO's on the last couple of days of the month because of uncertainties or customer disagreements. MVASIST eliminates that problem. And thirdly, in our old method of estimating there was often disparity between what a customer was told and what the technician thought the time or extent of the repair would be. MVASIST eliminates that problem, too.

"Overall, MVASIST has helped us increase our bottom line. It's improved our service department's efficiency, helped technicians understand job expectations, helped us process RO's quicker and most importantly, our customers truly appreciate our professionalism and attention to detail."

If you're not currently using MVASIST, you're probably also not aware of recent enhancements made that make it easier to use and more efficient than ever before. Coverage by VIN, for example, is an enhancement that now allows you to type in a VIN number and instantly see any recalls, service programs or outstanding warranty on a vehicle. Or perhaps you thought there was not enough service operations within MVASIST to justify using the tool. But a new feature has been now added that allows you to easily add your own operations into the tool, and even share created operations with other users.

Issue 11 December 2008

MVASIST MATTERS

The latest news and developments for users of MVASIST, a world-class service management platform developed by Daejev and made available by Mack Trucks.

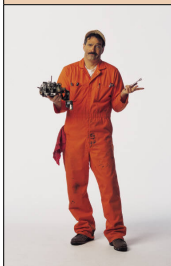


Once you're onboard you'll wonder how your department ever got along without it. And to help you take maximum advantage of its capabilities, an online newsletter called **MVASIST MATTERS** will be published beginning this month. It will

keep you apprised of any new features, provide user group feedback, offer links to related websites, provide access to short videos on how to use features within the tool and much more.

Yes, MVASIST will change the way your service department does business. For the better! And now is the right time to get involved. ■

Which Would You Choose?



Two technical training graduates are vying for the same job at a Mack dealership. One has a general certificate. He knows the basics of diesel technology, and understands customer service. In all, he's not a bad candidate. However, the other just completed



nine weeks of specialized training for Mack Trucks, and understands not only the basics, but diagnostics, electronics, and parts, not to mention special tools used on Mack engines and certified by North American Institute.

Which candidate adds the most value to the dealership and your customers?

NAI/UTI's Win-Win Partnership

Today's heavy duty diesel technicians are a new breed — highly educated in mechanical, electrical, and computer technology. A certified program at a trade school such as Universal Technical Institute will provide enough skill to launch a career path, but specialization gives a job candidate the edge. North American Institute, Mack Truck's training division, can offer continuing education that transforms the entry-level mechanic to the brand-specific technician. Partnering with UTI, NAI now offers a nine-week specialized technical program with a twist.

Here's how it works: Mack Dealers will choose a UTI graduate for specialized technical training. That dealership sponsors tuition costs. In exchange, that student signs an agreement, contracting to work for the dealership for a pre-determined length of time following training. North American Institute provides intensive training, assisting students with a generous tool allowance.

During the nine week program, UTI graduates take their general knowledge of diesel engines to the next level, focusing on Mack engines, models, electrical, brakes, suspension, HVAC, transmissions, and electronic diagnostics. NAI's factory trained instructors will work directly with students to prepare them for everything from valve adjustment to troubleshooting.

Benoit Spendov, Director of NAI, says, "They have an excellent reputation, and prepare students for real-world work experiences that go beyond basic technical training. UTI graduates already understand work ethics. They learn how to show up on time — and are given training in customer service. Then, those students have the benefit of learning Mack systems from instructors who've all worked in dealerships. They get the best of all worlds, and when they're done with training, they're exactly the kind of employees that Mack dealerships need."

Kimberly Walters, President and CEO of UTI, says, "...there is increased demand for diesel technicians and these opportunities should continue to drive student interest in our diesel programs. We will continue to seek new business opportunities with industry that will benefit our students and enhance our business model."

For more information about Universal Technical Institute and NAI's Specialized Technical program, contact Cindy Wagner, Project Coordinator at 610-709-3654 or cindy.wagner@volvo.com. ■