THE ADVISOR FIELD GUIDE

THE WARRANTY & COMEBACK PLAYBOOK

Protect trust. Determine responsibility.
Earn the next repair.

"You just fixed this." Own the next conversation.

IN-HOUSE REPAIR WARRANTIES / RETURN VISITS / REAL CONVERSATIONS

The return is an opportunity

A return visit gives your shop another chance to prove what its promises mean. The customer may expect a free repair. You may suspect a different problem. Neither expectation establishes the cause.

Your job is to lead the next decision.

Welcome the concern, establish the facts, explain responsibility and ask for the next appropriate authorization. A covered repair deserves ownership. Unrelated work deserves evidence and a separate customer decision.

WELCOME

Make it easy to return.

Thank them for bringing the concern back instead of opening with a defense.

VERIFY

Let evidence lead.

Review the prior work and inspect the current concern before assigning responsibility.

EXPLAIN

Make the distinction clear.

Connect findings to coverage. Say what is known and what still needs investigation.

AUTHORIZE

Keep decisions separate.

Explain any customer charge and get approval before chargeable work begins.

Use these examples as training wheels. Adapt them to the facts, your written warranty and your shop's authorization process. This guide covers your shop's repair warranty, not third-party warranty claims.

Start with the person

Hear what came back.

Let the customer finish. Acknowledge the inconvenience without guessing what failed.

- What is the vehicle doing now?
- When did it start again? Was there a period when it felt normal?
- Does it happen under the same conditions as before?
- What is your biggest concern about bringing it back?

CUSTOMER

"You just fixed this. Now it's doing the same thing. I'm not paying again."

TRY SAYING

"I understand why you're frustrated. Thank you for calling us back. Tell me what it's doing now and when you first noticed it."

TRY SAYING

"Let's review the work we did and arrange the next step to investigate this. We'll explain what we find and discuss any proposed charge before you decide."

THE PROMISE YOU CAN KEEP

Own the follow-through. Do not promise coverage, a cause or a completion time before you have the information to support it.

Make the return visit clear

The customer should know what happens next before leaving the vehicle. Check your shop's actual review policy and the original repair record.

1. **Confirm the concern**

   Record the customer's words, when it occurs and how it differs from the previous visit. Review the prior invoice, dates, mileage and relevant warranty terms.

2. **Define the initial review**

   Explain what the shop will do first and whether that review has a charge. If it is a no-charge review, say what it includes. Do not imply all future testing or repairs will be free.

3. **Set the spending boundary**

   If testing may become chargeable, explain the proposed scope and amount and obtain approval before that work. If more testing is needed later, pause for another decision.

4. **Commit to an update**

   Agree on who will call, the contact method and an update time your team can meet. Give an update even if the investigation is incomplete.

TRY SAYING

"Our initial warranty review is [scope and actual charge, if any]. If we need work outside that scope, I'll explain why and ask you to approve it before we proceed. I'll update you by [agreed time]."

Replace bracketed details with your shop's actual policy. An upset customer still needs a clear scope and an informed decision.

Three findings. Three paths.

Treat the customer's concern as real. A similar symptom does not establish the same cause, and a different failed part alone does not prove the prior work was unrelated.

Ask the technician to connect the complaint, test results, prior work and current cause. Then review that evidence against the applicable warranty terms.

Connect the evidence before choosing a path

CURRENT CONCERN	PREVIOUS WORK	TEST RESULTS
The symptom the customer reports.	What was repaired and covered.	What the current inspection supports.

COVERED

Own the remedy.

Explain the confirmed issue, covered work, customer cost if any and the next update.

UNRELATED

Show the distinction.

Explain the evidence, then present the new recommendation and seek separate approval.

UNDETERMINED

Keep investigating.

State what is known, what is unproven and what next step needs agreement.

A DECISION NEEDS SUPPORT

If the cause or responsibility is still uncertain, use the undetermined path. Ask the technician or manager to resolve the gap before presenting a conclusion.

When the work is covered

Name it. Take responsibility.

Explain what failed and the confirmed remedy in plain language. Keep supplier disputes and internal blame out of the customer conversation.

Make the plan specific.

- What the warranty covers.
- What the customer will pay, if anything, with an explanation.
- The next update and a realistic plan for returning the vehicle.
- How the team will verify the original concern before handoff.

ILLUSTRATIVE FINDING

The shop confirms a leak at a seal replaced during the prior repair, and confirms that correcting it is covered.

TRY SAYING

"We found the leak at the seal we replaced. This repair is covered, and we'll correct it at no charge to you. I'm sorry you had to come back. We'll verify the leak is resolved and update you tomorrow by 11."

Then keep the promise.

Use only commitments the team has confirmed. If the schedule changes, contact the customer before the update time passes.

IF YOU ALSO FIND OTHER WORK

Resolve the comeback concern first in the conversation. Present any unrelated recommendation separately, with evidence and its own authorization. Never make a covered remedy conditional on buying unrelated work.

When it is a different problem

Bridge the expectation gap.

Start by acknowledging why they connected the new concern to the previous repair. Explain how the inspection distinguishes them.

1. **Show the finding**

   Use the actual test result, photo or inspection evidence. Explain what it means for the customer's complaint.

2. **Explain responsibility**

   Connect the evidence to the previous work and applicable coverage. Do not rely on "different part" as your whole explanation.

3. **Present the decision**

   Explain the proposed repair, total customer price and supported urgency. Ask for approval; respect their answer.

ILLUSTRATIVE CASE

After a cooling-system repair, the vehicle loses coolant again. Inspection supports a new leak at a different location and finds the previous repair intact. The cause and warranty review support an unrelated finding.

TRY SAYING

"I can see why another coolant leak felt like the same problem. Here's where it is leaking now, and here's what we checked on the earlier repair. Based on those findings, this is a separate issue outside that repair's coverage."

TRY SAYING

"The recommendation is [repair] at [total price]. Here is why we recommend it and what we know about urgency. Would you like us to proceed, or would you like to review the findings first?"

Use this example only when the actual findings support it. A new sale is the result of a useful, credible recommendation and the customer's choice.

When the answer is not clear

Not reproduced does not mean not real

WHAT WE KNOW	WHAT WE NEED	NEXT AGREEMENT
Explain the checks already completed.	Ask about the conditions when it occurs.	Define the next test, charge and update.

"We couldn't duplicate it" describes an investigation result. It does not mean the customer imagined the problem, and it does not settle coverage.

CUSTOMER

"Of course it won't do it for you. It happened three times yesterday."

TRY SAYING

"I believe you experienced it. It hasn't occurred during our checks so far, so we haven't confirmed the cause. Can we go through the conditions when it happens? That may help us reproduce it."

Give the next test a purpose.

Explain what was checked, what remains unknown and what the next step could establish. Agree on any additional scope, charge and update time before proceeding.

TRY SAYING

"The next step we recommend is [specific test or observation] to investigate [unanswered question]. That involves [scope and any charge]. Would you like us to proceed on that basis?"

IF THEY NEED THE VEHICLE BACK

Summarize the unresolved concern and actual findings. Explain any limits on your assessment, document the agreed next step and provide instructions for contacting the shop if it recurs. Do not assure them it is safe when that has not been established.

Handle the hard sentences

"It started right after you worked on it."

TRY SAYING

"That timing matters, and we'll include it in the investigation. I want to understand whether this relates to the work we did before we tell you what is responsible."

"I'm not paying twice."

TRY SAYING

"I understand. Let's review what the earlier repair covered and what we have found now. If this is covered, we'll explain that remedy. If we recommend separate work, you'll see the findings and price before deciding."

"Your warranty is worthless."

TRY SAYING

"You expected this visit to be covered. Let me show you the findings and the terms we are applying. If something still doesn't line up, I'll bring our manager into the review."

"Just fix it. I need my car."

TRY SAYING

"Let's make the plan clear so there are no surprises: [scope], [customer price] and [timing we can support]. Are you authorizing that work at that amount?"

Acknowledge the concern, then clarify the decision. Do not argue about tone or trade away the shop's responsibility. Refer a disputed decision to the person who can review it.

One customer. Every handoff.

Trust can unravel between good individual conversations. Carry the customer's concern, expectations and authorizations through the entire visit.

Illustrative journey: a customer reports coolant loss after a recent cooling-system repair. The eventual coverage decision depends on the investigation.

FIRST CALL **"I think the repair failed."**	Capture the symptom and expectation. Promise investigation, not an unconfirmed outcome.
CHECK-IN **"I thought this was free."**	Confirm the review scope and any charges. Resolve mismatched expectations before work.
FINDINGS **"How is this different?"**	Show the evidence and responsibility decision. Separate covered work from a new estimate.
WORK UPDATE **"Nobody called me."**	Send the agreed update, even without a final answer. Record any changed timing or approval.
PICKUP **"What did you actually fix?"**	Recap findings, work, coverage and customer charges. Confirm the original concern was checked.
FOLLOW-UP **"It happened again."**	Check the original symptom. Reopen the concern and use the previous record to plan the next step.

Run the comeback challenge

Same complaint. Different evidence.

1 min	3 min	2 min	4 min
SCENE	**CALL**	**FINDINGS**	**RETRY**
Set the pressure	Hear the concern	Reveal the evidence	Coach one moment

Use the same customer and complaint, then change the evidence. The advisor has to stay curious and adapt instead of memorizing one response.

1. **Set the scene / 1 minute**

   Customer: "You fixed this last week. It's doing it again, and I'm not paying." Choose one pressure point: a missed shift, a previous bad repair experience or a tight budget.

2. **Run the call / 3 minutes**

   The advisor handles the first call and sets the return-visit expectations. The customer stays in character. Do not reveal the cause in advance.

3. **Reveal the findings / 2 minutes**

   The coach picks a supported covered, unrelated or undetermined finding. The advisor gives the update and asks for the appropriate next decision.

4. **Review and retry / 4 minutes**

   Use the next page to score observable behaviors. Pick the sentence that raised or reduced resistance, then replay that moment with one specific change.

TRY A SECOND ROUND

Change the personality or time pressure while keeping the underlying complaint similar. Can the advisor hold the same clear process when the customer pushes back?

Score the conversation

0 = missing | 1 = partial | 2 = clear

TEAM EXERCISE / NOT THE RING RING PRODUCT SCORE

01 Acknowledged the inconvenience

Heard the customer before defending the previous work.

0 1 2

02 Investigated before concluding

Asked useful questions and connected evidence to responsibility.

0 1 2

03 Explained the next decision

Made coverage, scope and any customer charge clear.

0 1 2

04 Protected authorization

Asked before chargeable work and separated unrelated recommendations.

0 1 2

05 Closed the communication loop

Named an owner, a realistic update time and the handoff details.

0 1 2

TOTAL: ____ / 10 ONE MOMENT TO REPLAY:

What I said:

What I will try next:

Keep this at the counter

WELCOME

"Thanks for bringing this back to us."

VERIFY

"Let's establish what is happening."

EXPLAIN

"Here is what the findings show."

AUTHORIZE

"Here is the next step and its cost."

FOLLOW THROUGH

"Here is when you will hear from me."

Before you say goodbye

- [ ] The customer's exact concern is recorded.
- [ ] The findings and coverage decision are explained, including anything still unresolved.
- [ ] Approved work and customer charges match the authorization record.
- [ ] The next step has an owner and a clear communication commitment.
- [ ] The customer knows how to reach the shop if the concern returns.

THE COMEBACK STANDARD

Honor covered work. Explain unrelated work with evidence. Keep investigating what is not yet clear. Earn approval through trust and useful information.

Now practice the hard version.

Use Ring Ring to practice customer conversations, review coaching feedback and sharpen your next response.

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