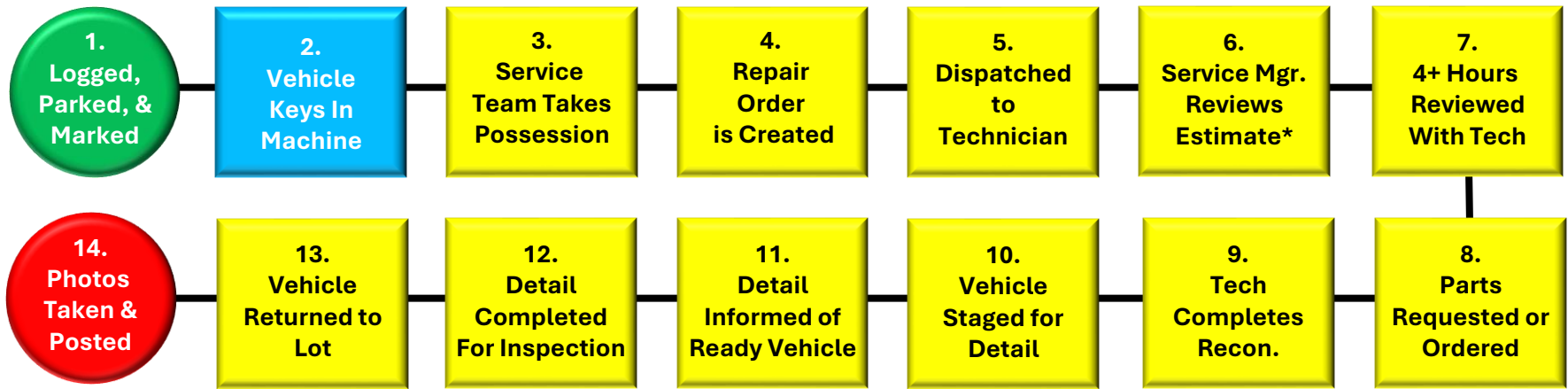


VEHICLE RECONDITIONING PROCESS MAP



1. Sales enters the trade or purchase vehicle is logged into Trade/Purchase Log and parked in the designated area. The windshield with the Date and designated Retail or Wholesale.
2. Sales returns the keys back into key machine.
3. Service Manager or designated team member retrieves keys and signs vehicle out of the trade log.
4. Repair order is created. If unit is a purchase or an auction unit, clock starts to have vehicle inspected within 24 hours.
5. Repair order is dispatched to technician.
6. Service Manager (SM) reviews estimate for reconditioning supplied by technician.
7. If labor request exceeds 4 hours, the service manager inspects the vehicle with the technician.
8. Parts get requested and ordered if necessary.
9. Technician completes reconditioning.
10. Vehicle is parked in the designated area for the detail department and windshield marked for detail.
11. Notify detail of unit that is to be made ready.
12. Detail completes vehicle and parks in designated area for inspection.
13. Vehicle is moved to lot and keys checked back into the machine.
14. Vehicle photos are taken and put online.