



LOGO

**YOUR LOCATION**

**BMW OF NASHVILLE**

**US\_21234B**

**ORGANIZATION & MANAGERS**

Location: BMW of Nashville  
Sales Market: 28 - Central South (S)

[Kimberly Byars](#)

Service Market: 28 - Central South (AS)

[Richie Haricharan](#)

Region: SOUTHERN

[Craig Westbrook](#)

**AVGS & SHOP COUNTS**

<b>Location avg</b> (1)	92%
<b>Sales Market avg</b> (4)	81%
<b>Service Market avg</b> (4)	81%
<b>Region avg</b> (18)	79%
<b>Company avg</b> (58)	73%

**YOUR SCORE**

**92%**



95/103 points

**COMPANY RANK YTD**

**2/58**



**THIS SCORE VS LOCATION YTD**



**92%**

This Evaluation



**92%**

YTD Average

**LOCATION VS COMPANY YTD**



**92%**

YTD Average



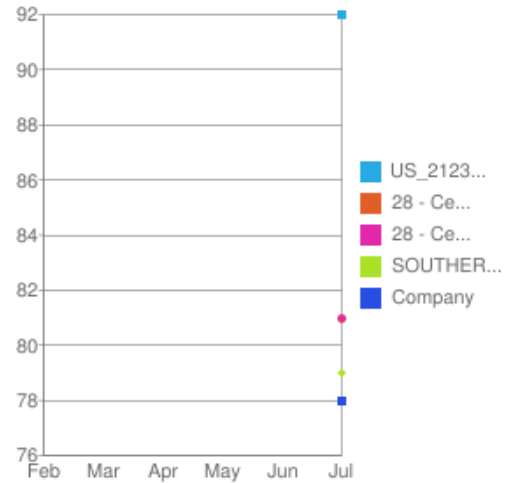
**73%**

YTD Average

**SECTIONAL CHANGE**

Section	This Evaluation	Last Evaluation	+/-
<b>Overall</b>	<b>92%</b>	<b>63%</b>	<b>+29%</b>
QA. Customer Appo...	100%	82%	+18%
A1. Call Reception	--%	--%	--%
A2. Customer Data	--%	--%	--%
A3. Order Clarifi...	--%	--%	--%
A4. Alternate Tra...	--%	--%	--%
A5. Service Infor...	--%	--%	--%
QB. Vehicle Drop Off	--%	--%	--%
B1. Customer Rece...	100%	64%	+36%
B2. Customer Disc...	96%	67%	+29%
B3. Customer Agre...	84%	68%	+16%

**TREND VS. LEVELS**



**QUESTION**

**SCORE**

**ANSWER**

Enter the name that was used during the visit here:

Robert Brown

Watch video here:

[Click Here to View Video](#)

Video:

<https://player.vimeo.com/video/351638720>

## SECTIONAL SCORES

**Overall : (95/103)**

**92%**

**QA. Customer Appointment Setting :** 100%

(11/11)

**A1. Call Reception :** --  
(0/0)

**A2. Customer Data :** --  
(0/0)

**A3. Order Clarification :** --  
(0/0)

**A4. Alternate Transportation :** --  
(0/0)

**A5. Service Information :** --  
(0/0)

**QB. Vehicle Drop Off :** --  
(0/0)

**B1. Customer Reception :** 100%  
(14/14)

**B2. Customer Discussion :** 96%  
(24/25)

**B3. Customer Agreements :** 84%  
(16/19)

Day: 0/0 Sunday  
Monday  
Tuesday  
Wednesday  
Thursday  
**✓ Friday**  
Saturday

Time began: 1:26 PM

Time end: 3:31 PM

Model Evaluated: 0/0 **✓ 3 series**  
5 series  
x models  
Mini

## QA. CUSTOMER APPOINTMENT SETTING 100% (11/11)

Was online scheduling available? 5/5 **✓ Yes**  
No

### a. Initial Phone Call

What was the first available appointment? 0/0 **✓ 1-2 Days**  
3-4 Days  
5-7 Days  
More than 7 days

Was a Loaner Vehicle Option available? 1/1 **✓ Yes**  
No

Was Service Pricing visible on the site? 1/1 **✓ Yes**  
No

Screen Grab of Services Available Page 1

The screenshot shows the BMW Nashville website's services page. The header includes the BMW logo and dealership information: "a Sonic Automotive® Dealership", "BMW of Nashville | 1568 Mallory Lane, Brentwood, TN 37027 | Contact Us: (855) 238-7775", and "BMW Certified Pre-Owned Nashville | 4040 Armory Oaks Drive Nashville, TN 37204". The navigation menu includes "SPECIALS", "NEW", "PRE-OWNED & CERTIFIED", "Financing", "Service & Parts", and "About". The main content area is titled "Services" and "Repairs" and displays a grid of service cards. Each card includes the service name, a "DETAIL" link, and a price. The services shown are: CBS - Brake Fluid, CBS - Front Brakes, CBS - Rear Brakes, Four Wheel Alignment (\$159.95), Fuel Injector Cleaner Service, Tire Balance and Rotate (\$89.95), Wiper Insert Replacement (Front), Multi-Point Vehicle Inspection (with a "Remove" button), and Shuttle. A search bar and a "Log In" button are also visible.

Screen Grab of Appointment Confirmation page

The screenshot shows the appointment confirmation page on the consumer.xtime.com website. The page displays the following information: "Your Appointment is Confirmed", "07/26/2019 1:30 PM", "Advisor: Karen Gerow [BMW]", "Vehicle: 2015 BMW 320i", "Transportation: Wait", and "Confirmation Code: X04VL510Z3". There are also links to "Sync To Your Calendar" and a "PRINT" button. On the right side, there is a map of the dealership location, "BMW AND MINI OF NASHVILLE", with the address "4040 Armory Oaks Dr Nashville, TN, 37204" and phone number "(615) 850-4540". A "GET DIRECTIONS" button is also present. The page is titled "Hi Robert! Home Settings Logout" and has a "Done" button at the bottom.

Was the appointment setting online easy to use? Navigation was intuitive, selecting service needed simple, found what you needed?

2/2

✓ Yes

No

Did you receive an email confirmation of your appointment?

2/2

✓ Yes

No

Paste the email confirmation that you received

Dear Robert Brown,

This automated email is to inform you that your service appointment for July 26, 2019 at 01:30 PM has been modified. Please verify that the services shown below correctly represent your vehicle's needs.

Confirmation Code:X04VL510Z3Date and Time:July 26, 2019 at 01:30 PMAdvisor:Karen Gerow [BMW]Vehicle:2015 BMW

320IArrangement:Wait while work is performedThe following services have been selected for this appointment:Maintenance Services: Multi-Point Vehicle Inspection

Comment on Appointment Setting

Online appointment was easy and simple.

**A1. CALL RECEPTION**

**A2. CUSTOMER DATA**

a. Were you asked the following information?

**A3. ORDER CLARIFICATION**

**A4. ALTERNATE TRANSPORTATION**

**A5. SERVICE INFORMATION**

**QB. VEHICLE DROP OFF**

a. Vehicle drop-off

Date: 7/26/2019

Time: 1:26 PM

Exact mileage reading: 80311

Photo of mileage at drop-off



Comment on Vehicle Drop Off

Advisor was positive and friendly, high energy.

**B1. CUSTOMER RECEPTION 100% (14/14)**

a. Was the entrance of the Service Department clearly marked?	1/1	✓ <b>Yes</b> No
b. Were you able to drive directly into the service lane or did you receive valet service?	3/3	✓ <b>Yes</b> No
c. How much time elapsed between the arrival and the greeting?		00:30 min:sec
c1. How much time elapsed between arrival and greeting?	5/5	1 minute or more Between 30 second and 1 minute ✓ <b>30 seconds or less</b>
d. How much time elapsed from the greeting until your write up process began? (in minutes)		01:00 min:sec
e. Was it eight minutes or less between arrival on the service drive to being escorted / directed to the waiting lounge?	5/5	✓ <b>Yes</b> No
Comment on Customer Reception Section		The greet and check in was friendly and efficient.

## **B2. CUSTOMER DISCUSSION 96% (24/25)**

a. Was the dealership aware of services you were scheduled for in this visit?	5/5	✓ <b>Yes</b> No
b. Were you able to conduct your check-in without disruption?	3/3	✓ <b>Yes</b> No
c. Were you asked if you still had any other concerns or additional service needed?	2/2	✓ <b>Yes</b> No
d. Was an interactive walk around of your vehicle conducted together with the Service Advisor?	5/5	✓ <b>Yes</b> No
e. Was the service to be carried out discussed with you prior to being escorted to the customer lounge?	5/5	✓ <b>Yes</b> No
f. Where applicable, were any preexisting damages/defects discussed AND documented?	1/1	✓ <b>Yes</b> No N/A
g. Did you see if seat covers, steering wheel covers OR footwell covers were used in your vehicle?	0/1	Yes ✓ <b>No</b> N/A
h. Were additional services/offers made?	3/3	✓ <b>Yes</b> No
Comment on Customer Discussion Section		The Advisor was friendly and professional. The write up portion was efficient.

## **B3. CUSTOMER AGREEMENTS 84% (16/19)**

b. Were you given the cost of the work (If necessary, upon prompting) AND was the cost documented in writing?	3/3	No Yes, by asking ✓ <b>Yes, without asking</b>
c. Were all agreements recorded in writing for the customer on the repair order?	0/0	✓ <b>Yes</b> No
d. Did you sign the repair order?	0/0	✓ <b>Yes</b> No

e. Did the Service Advisor ask you the best method (phone, text, email) to contact you with questions or updates?	5/5	✓ Yes
		No
<i>Answer Yes if the Service Advisor asked you how to contact you during the service or if Service Advisor knows you are waiting.</i>		
f. Did the Service Advisor offer a time the vehicle would be ready?	0/3	✓ No
		Yes, by asking
		Yes, without asking
g. Did the Service Advisor make an attempt to enroll you into making this dealership your Home Dealership?	5/5	✓ Yes
		No
h. Were you escorted to the Customer Lounge by your service advisor?	3/3	✓ Yes
		No

Comment on the Customer Agreements Section

The Advisor was thorough and professional. The Advisor did enroll the vehicle into the dealership.

**QC. REPAIR ORDER EXTENSION 100% (9/9)**

a. During your time at the dealership, did the Service Advisor come to you with an update on your service?	5/5	✓ Yes
		No
		N/A
a1. While you were waiting, did the Service Advisor provide you with information about additional work being needed?	3/3	✓ Yes
		No
		N/A
a2. If Yes, were you made aware of additional costs?	0/0	✓ Yes
		No
a3. If Yes, were you made aware of additional time needed to make repairs?	1/1	✓ Yes
		No
		N/A

If Yes, please provide details on additional work including additional costs Battery,

Comment on Repair Order Extension

The Advisor did provide documentation and explain the services needed on the vehicle.

**QD. VEHICLE DELIVERY INFORMATION AND ATTACHMENTS**

**General Information**

**a. Vehicle Collection**

<b>Date</b>	7/26/2019 mm/dd/yyyy
Time	3:31 AM
Exact mileage reading:	80313
Difference compared with drop-off details...	2

Photograph of mileage at pickup



**b. Attached Files:**

Invoice Attachment 1

**BMW** Certif  
 Pre-owned NASHV  
 4040 Armory Oaks  
 Nashville, TN 372  
 Phone (615) 850-4  
 www.bmwofnashvill

**349415**  
 \*INVOICE\*  
 PAGE 1

07/26/2019 15:31:02  
 CREDIT CARD  
 MC SALE

Card # X00000000006721  
 Chip Card: MasterCard  
 AID: A0000000041010  
 ATC: 0279  
 TC: 4403553868C0984  
 Batch #: 10  
 NVoice: 349415  
 Approval Code: 360719  
 Entry Method: Chip Read  
 Code: Issuer

SERVICE ADVISOR: 1828, KAREN D. GEROD  
 VIN: WBA3B1C5BFK136519  
 LICENSE: 80312/81  
 MILEAGE IN: 80312/81  
 PAYMENT: CASH  
 PO NO.:  
 PROMISED: 01.00, 26JUL19  
 OPTIONS: DLR:21234-01

154.88 OTHER: 0.00 TOTAL LINE A: 154.88  
 ICE  
 \*\*\*\*\*  
 ary Car Wash  
 \*\*\*\*\*  
 0.00 OTHER: 0.00 TOTAL LINE B:  
 \*\*\*\*\*  
 C \*Complimentary Multipoint Inspection... a \$49.97 Value  
 IBMW PERFORM FREE MULTI - POINT INSPECTION  
 1255 IPS  
 PARTS: 0.00 LABOR: 0.00 TOTAL LINE C:  
 \*\*\*\*\*  
 EST: 194.59 26JUL19 13:39 SA: 1828  
 CUSTOMER PAY ENVIRONMENT CHG FOR REPAIR ORDER  
 \*\*\*BMW ORIGINAL PARTS WARRANTY\*\*\*  
 \*\*\*24 MONTHS -UNLIMITED MILES\*\*\*

**SALE AMOUNT**  
**\$194.58**

CUSTOMER COPY

DESCRIPTION	LABOR AMOUNT	PARTS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	LESS INSURANCE	SALES TAX	PLEASE PAY THIS AMOUNT
STATEMENT OF DISCLAIMER The dealer certifies that the information contained herein is true and correct to the best of his knowledge. The dealer certifies that the information contained herein is true and correct to the best of his knowledge. The dealer certifies that the information contained herein is true and correct to the best of his knowledge.									
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE. THE INFORMATION CONTAINED HEREON IS FOR YOUR INFORMATION ONLY AND DOES NOT CONSTITUTE AN OFFER OF FINANCIAL PRODUCTS. THE INFORMATION CONTAINED HEREON IS NOT A CONTRACT. THE INFORMATION CONTAINED HEREON IS NOT A WARRANTY. THE INFORMATION CONTAINED HEREON IS NOT A GUARANTEE. THE INFORMATION CONTAINED HEREON IS NOT A REPRESENTATION. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF FACT. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF OPINION. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF INTENT. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF BELIEF. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF EXPECTATION. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF DESIRE. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF NECESSITY. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF POSSIBILITY. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF PROBABILITY. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF CERTAINTY. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF UNCERTAINTY. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF RISK. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF REWARD. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF PAIN. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF GAIN. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF LOSS. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF GAIN. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF LOSS. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF GAIN. THE INFORMATION CONTAINED HEREON IS NOT A STATEMENT OF LOSS.									
(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE CUSTOMER COPY									

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Comment on Vehicle Delivery Information and Attachments No problems detected.

Invoice Total \$194.58

**E. VEHICLE DELIVERY PROCESS 84% (21/25)**

a. Was the vehicle ready at the time established during the vehicle check in?	0/0	Yes No <b>✓ N/A</b>
c. Was the customer invoice ready at the time of your vehicle return or delivered prior to vehicle collection?	3/3	<b>✓ Yes</b> No
d. Were you offered an active explanation of the service/invoice?	3/3	<b>✓ Yes</b> No
d1. If Yes, by whom was the explanation given?		The Advisor did explain the invoice.
e. Did the invoice match with the work estimate / approved amount? <i>Answer Yes if the invoice matched the work estimate (within 10% pre-tax).</i>	1/1	<b>✓ Yes</b> No
f. Was the vehicle returned free of dirt from service?	5/5	<b>✓ Yes</b> No
g. Was your vehicle turned over to you by a representative from the service department AND did he/she accompany you to your vehicle?	3/3	<b>✓ Yes</b> No
h. Was the vehicle returned undamaged?	0/0	<b>✓ Yes</b> No
i. Was the vehicle washed and vacuumed?	5/5	<b>✓ Yes</b> No
i1. If Yes, was there a hang tag or other item noting the wash/cleaning of the vehicle?	0/1	Yes <b>✓ No</b> N/A
j. Was there a customer delight in the service delivery process (bottled water in vehicle, thank you note, etc.)	0/3	Yes <b>✓ No</b>



k. Was it easy to access the vehicle and drive out of the dealership without problems? 1/1 **✓ Yes**

No

Comment on Vehicle Delivery Process Advisor was positive, kind, personable.

## F. FOLLOW UP

a. Were you told you would be sent a survey by BMW? 0/0 Yes

*Answer Yes if you were told you would be sent a survey by BMW.*

**✓ No**

*Answer Yes if you received any follow up communications within 24 hours after your service visit. Shopper will provide dealership with phone number and ask that any communications be done by texting the shopper.*

Comment on if you were coached on how to answer survey and in what manner was the follow up conducted and who it came from i.e. Service Manager. N/A

Comment on Follow Up Section including how follow up communication was received. Email

## G. OVERALL SATISFACTION

a. Was there any part of the overall experience that you would rate as exceptional? 0/0 **✓ Yes**

No

If yes, explain.

The interactive walkaround advisor was very professional and knowledgeable, pointed of different areas of the car to me.

## H. AMENITIES

a. Please comment on Amenities in Customer Lounge Clean snack and beverage area, variety of snacks.

b. Please comment on cleanliness of restroom Overall clean restroom.

## I. MECHANICAL BUGS

a. Select the first Undeclared Mechanical Bug 0/0 **✓ Missing Floor Mat**  
Worn Windshield Wiper Blade

Did the dealership identify this first undeclared Mechanical Bug? 0/0 Yes

**✓ No**

b. Select the second Undeclared Mechanical Bug 0/0  
Windshield Washer Jets Out of Alignment  
Headlights Out of Alignment  
Non Monitored Light Bulb Out  
**✓ Seat Belt Buckle Obstructed or Buried**  
Glove Box Light Out  
Worn Windshield Wiper Arm

Did the dealership identify this second undeclared Mechanical Bug? 0/0 Yes

**✓ No**

Comment on Mechanical Bugs No bugs detected.

## VIDEO SHOP REVIEW NOTES