**Turbocharging Express Maintenance:** **How Corwin Toyota Slashed Wait Times and Boosted CSI**

In the fast-paced world of automotive service, minutes matter. Ask Warren Weimer, Service and Parts Director at Corwin Toyota in Colorado Springs. He transformed their Express Maintenance service from a potential bottleneck into a high-performance profit center. Here's how.

**The Challenge: Stuck in Neutral**

"No one wants to wait two hours for an oil change," Warren said bluntly. Despite being part of a brand known for efficient maintenance, Corwin Toyota's express service fell short of customer expectations. With wait times stretching to 2.5 hours, they were at risk of losing valuable customer-pay business to quick-lube competitors.

**The Pit Stop Strategy: ServiceVision™ cycle time reduction and automated service workflow.**

Warren, a former Master Technician turned Service Director, knew that to win in the express lane, precision timing was needed. Enter ServiceVision™, Mobile Dealer Data's (MDD) cycle time reduction, and automated service workflow.

This cutting-edge tool allows real-time tracking of every step in the express service process, from check-in to drive-off. "With this cycle time tool, we know at the 40-minute mark whether we're having an issue with a particular delivery," Warren said. "We can get help there immediately to meet our delivery promise."

**Revving Up Results:**

The impact was immediate and impressive:

- 64% of customers now out the door within 60 minutes

- 96% of services completed within 90 minutes

- Average wait time slashed from 2.5 hours to under 90 minutes

But the benefits didn't stop there. Corwin Toyota saw a significant uptick in their Toyota Loyalty and Engagement scores and CSI (Customer Satisfaction Index), proving that speed doesn't have to compromise quality.

**Under the Hood: The Cycle Time Advantage**

Ed French, president of AutoProfit Group and a veteran in dealership performance enhancement, puts it into perspective: "Service managers often focus on stacking work into each repair order. But cycle time management looks at how to add more billable hours through efficiency."

By adopting this approach, Corwin Toyota isn't just turning bays faster – they're turning more profit.

**Beyond Oil Changes: A Comprehensive Tune-Up**

Warren didn't stop at express service. Leveraging Mobile Dealer Data's Real-Time Location System (RTLS), Corwin Toyota now tracks inventory, keys, and vehicles throughout their property. "This was part of our efficiency solution," he noted. "We can pinpoint where cars are, identify holdups, and improve weak points throughout the day."

**The Result: A Well-Oiled Machine**

With MDD ServiceVision, Corwin Toyota has transformed its express service into a model of efficiency:

- Increased bay turns by 40-60%

- Improved customer communication

- Enhanced capacity management

- Boosted overall service profitability

"We now communicate with customers more efficiently," Warren said. "I have a quick snapshot of capacity and can book that appointment today, so it doesn't float down the street."

**Your Turn to Accelerate**

In today's competitive market, every minute counts. The Corwin Toyota success story proves that with the right tools and mindset, you can turn your express service into a high-performance profit center.

Ready to put your service department in the fast lane? Consider how cycle time management could rev up your operations, satisfy more customers, and boost your bottom line.

Remember, in the race for customer loyalty, the checkered flag goes to those who can deliver quality service at top speed. Don't let your express lane become an exit ramp for your customers – make it your expressway to success.

For more information or a product demo, please [click here](https://mdd.io/contact/) or sales@mdd.io

**FAQ for ServiceVision™**

**1. How easy is the installation and training process?**

**Answer:** The installation and training process is seamless. We handle everything from start to finish, ensuring your dealership gets up and running without hassle. We send experts to take care of the setup and train your team on the system, so there's minimal disruption to your daily operations. With Mobile Dealer Data, you can be confident that your system will be implemented swiftly and with ease.

**2. Will using ServiceVision™ require process changes at the dealership?**

**Answer:** No major process changes are needed! Our system integrates effortlessly with your current workflow. You don’t have to overhaul existing processes or retrain your team. The only real change is swapping out your traditional paper tags for our electronic tracking tags. With ServiceVision™, your dealership creates a "digital twin" of your current operations, allowing you to maintain what already works while benefiting from real-time data and increased efficiency.

**3. What are the costs to implement ServiceVision™ versus the savings it creates?**

**Answer:** The average dealership can get started with ServiceVision™ for around $5000. The system’s efficiency improvements lead to substantial savings. In fact, most dealerships see an increase of over $60,000 in additional revenue within the first month alone. This quick return makes the upfront cost a smart investment, quickly outweighed by the increased productivity and profits.

**4. Beyond the improvements in speed and scheduling, what other benefits does ServiceVision™ offer for dealers?**

**Answer:** In addition to speeding up service times and improving scheduling efficiency, ServiceVision™ brings a host of other impactful improvements:

* **Increased Bay Utilization:** With better cycle time management, your service bays turn over faster, increasing your overall capacity without adding more staff.
* **Real-Time Tracking:** Our system tracks every vehicle, key, and service step, ensuring nothing is ever lost, which significantly reduces time wasted looking for vehicles or equipment.
* **Enhanced Communication:** ServiceVision™ allows your staff to communicate better with customers, giving them real-time updates on the status of their vehicle. This leads to higher customer satisfaction and loyalty.
* **Improved CSI and Loyalty Scores:** As seen with Corwin Toyota, dealerships using ServiceVision™ often see an increase in Customer Satisfaction Index (CSI) and brand loyalty, driving long-term growth.

**5. What kind of Return on Investment (ROI) can dealers expect, and in what timeframe?**

**Answer:** Dealers using ServiceVision™ typically experience a 10x return on investment (ROI) within the first month of use. The combination of reduced cycle times, increased service bay turns, and more efficient customer communication leads to immediate financial benefits, as demonstrated by Corwin Toyota’s success.