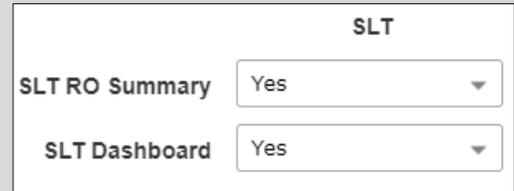


- Factory Required Maintenance
- Multi-Point Vehicle Inspection
- Health Report
- GM SLT Exception Report/ PASE Report

Enable the integration by navigating to OEM DCS > GM > GM Setups

Select the Integration tab, and set the following to Yes:

- SLT RO Summary
- SLT Dashboard



SLT

SLT RO Summary Yes

SLT Dashboard Yes

Advisor - Walk Around

Factory Required Maintenance - Service > Advisor > Repair Order

1. Create an RO, and click the **[Dashboard]** button to open GM SLT Dashboard (Recalls and Campaigns).
2. From the Campaigns section, you can check the **Add** checkbox and click the **[Add Campaigns to RO]** button in order to add the campaign as an operation on the Repair Order.
3. Click the **[View]** button to review the entire report.



- If the customer is not registered with the GM Owner Center, it will display under Subscriptions. Right-click on **Follow Up** and choose **Open in New Tab**. This will "soft register" the customer with the GM Owner Center. You will receive a notification that the customer was registered successfully and the customer will receive an email from the Owner Center on how to create their account.



Subscriptions

- ONSTAR
- XM_RADIO
- Owner Center Follow Up *Right Click*

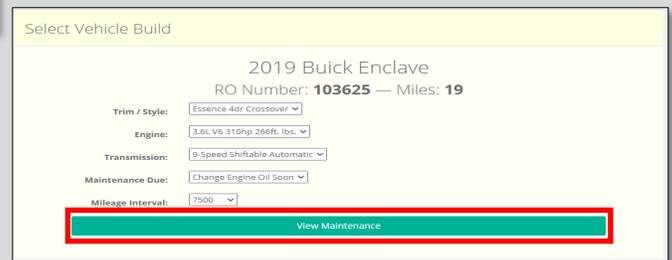
Customer from Visit
Hardacre, John
10201 N. Illinois Street

Open Link in New Tab
Open Link in New Window
Open Link in Incognito Window

4. Click the **[Maintenance]** button at the bottom of the RO to open the Required Maintenance screen.



5. Select the correct options for Trim/Style, Engine, Transmission, Maintenance Due, and Mileage Interval.
6. Click **[View Maintenance]** to open the Factory Required Maintenance screen.
7. Review the Required Maintenance with the customer. For each item, select **[RO]** to add the item to the RO or **[Defer]** to defer the item for a later time/decline.
8. Click **[Next]** to select options for Grouping Operations.



Select Vehicle Build

2019 Buick Enclave
RO Number: 103625 — Miles: 19

Trim / Style: Essence 4dr Crossover

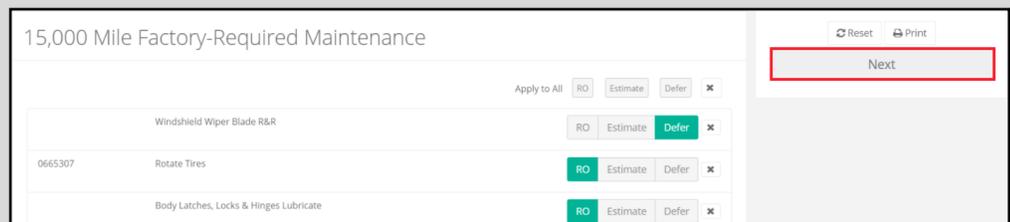
Engine: 3.6L V6 310hp, 266ft. lbs.

Transmission: 9-Speed Shifttable Automatic

Maintenance Due: Change Engine Oil Soon

Mileage Interval: 7500

View Maintenance



15,000 Mile Factory-Required Maintenance

Apply to All RO Estimate Defer x

Windshield Wiper Blade R&R	RO	Estimate	Defer	x
0665307 Rotate Tires	RO	Estimate	Defer	x
Body Latches, Locks & Hinges Lubricate	RO	Estimate	Defer	x

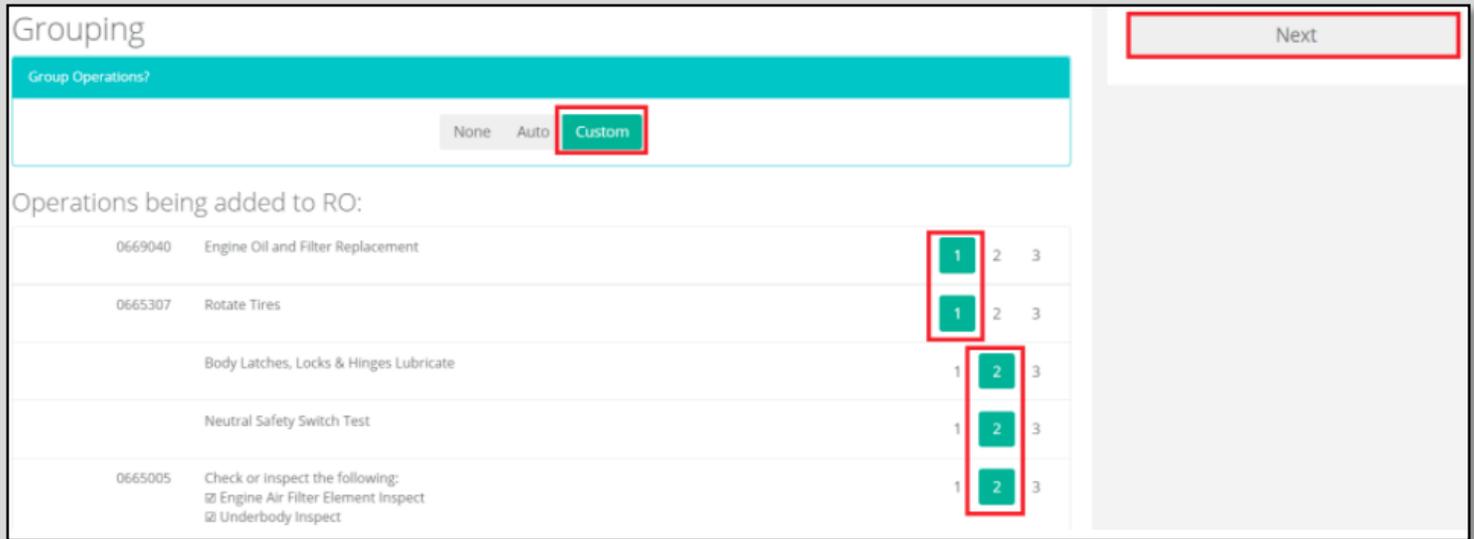
Reset Print

Next

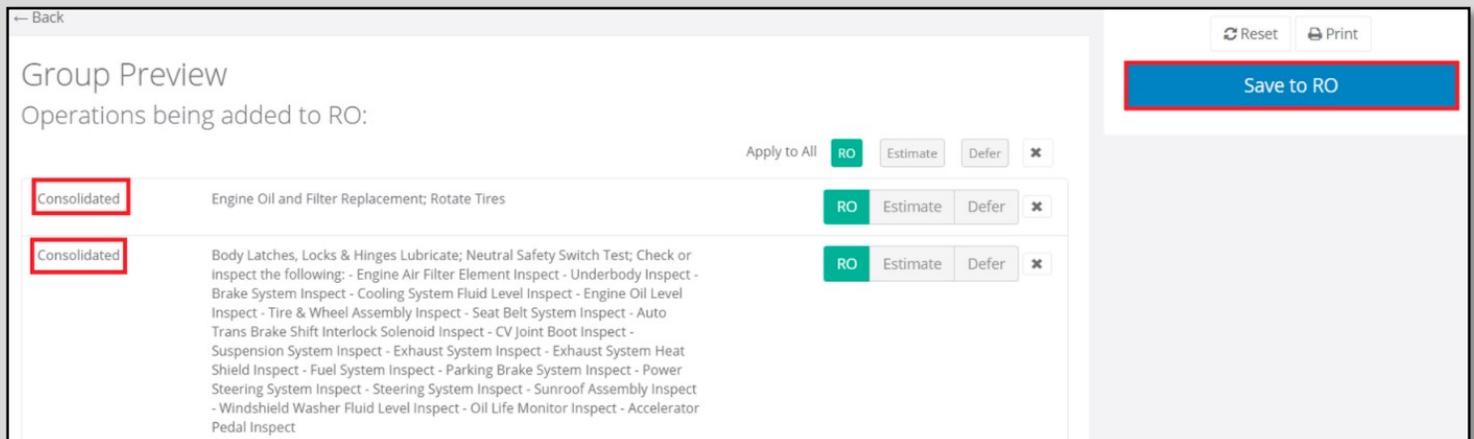
GM SLT (SERVICE LANE TOOLS)

Grouping Operations

9. Select [**None**] to leave the items as is.
10. Select [**Auto**] to group all items together on one line.
11. Select [**Custom**] and arrange the items in the order you want to present to operations the customer.



12. Click [**Next**] to open the Group Preview screen.
13. Click [**Save to RO**] to return to the RO with the new operations added.*



* Required for PASE points.

For Technical or Software Support, please contact:

1.800.227.8187 or email dmssupport@drivedominion.com

GM SLT (SERVICE LANE TOOLS)

Technician - Multi-Point Inspection - Service > Technician > Technician System

The technician must have an operation assigned on the RO in order to access the MPVI in Technician System. The RO must also be released by the advisor so that the technician can access the RO.

1. Click on the **RO#** hyperlink or the **caret** on the far right of the Repair Order line to view the Technician System Repair Order.
2. Within the Technician System RO screen:
 - a. Click the **[MPI]** button in the Action Ribbon. The Multi-Point Inspection form opens in the same tab.
 - b. Select either **[Yes, assign to me]** or **[No (read-only)]**.
3. Edit the MPVI as needed. Clicking the **Green** indicator marks the item as OK.
 - Checking the **Yellow** or **Red** Indicator opens a pop-up to add a concern, correction, and photo, if necessary. Advisors can also add an Op-Code in the pop-up.
 - You can type concerns and corrections or select preset concerns and corrections. If you use presets, you must click **[Presets]** and choose from the available options. Click **[Add Preset]**, and then click **[Save]** at the bottom of the pop-up.
 - Clicking **[Save]** without adding an entry automatically adds a default concern. Click **[OK]** when prompted.
 - Add a photo by clicking **[Take Photo]** and then **[Save]**. The photo is saved under Photos.
4. You can click **[Save]** anytime throughout the process, which allows you to stop and start again. Another technician can also complete the MPVI if needed.
5. Once the all updates have been made, click **[Mark as Complete]** at the top of the screen to finalize the MPVI. *

New Inspection

This is a new inspection and no technician has been assigned. Would you like to start it?

Maintenance ▾ Additional Items Mark as Complete Save Print

Checked and OK May Require Attention Soon Requires Immediate Attention

OnStar

OnStar Active Enrolled in Advanced Diagnostics Report Enrolled in Dealer Maintenance Notifications

Service History / Recall Check

Initial Service Lane Inspection

Lights

Exterior lights

Battery

Battery condition Mark Group OK

Battery cables and connections

Windshield & Wipers

Windshield Mark Group OK

Driver front

Passenger front

Rear (if applicable)

Windshield condition

Tires

Constraints

8/32" or greater 7/32" to 4/32" 3/32" or less

Driver front

Tread Depth Select depth ▾

PSI (upon arrival) PSI

Concern & Correction Battery

Battery cables and connections — Battery cables and connections

Presets

Concern:

Battery terminal ends are corroded. Battery terminal ends are corroded.

Correction:

Service battery terminal ends. Service battery terminal ends.

Photos:

AutoNetTV™ Videos:

Maintenance ▾ Additional Items **Mark as Complete** **Save** Print

Clicking **[Mark as Complete]:** *

- Sends a notification to the Advisor
- Changes the label to **[Inspection Complete]***.
- Updates the Route Sheet.

MPI for RO #175186 is complete.

[View MPI |](#)

Inspection Complete

>	303033	2011	Traverse	Wayne Raymond	PELLETIER, THOMAS	Tech Complete	02/10/21 04:16 PM	02/10/21 05:00 PM	Expired	43 1 0	<input checked="" type="checkbox"/>
>	302981	2019	Silverado	Wayne Raymond	FOLEY, DALE	Tech Complete	02/08/21 09:19 AM	02/08/21 05:00 PM	Expired		

* Required for PASE points.

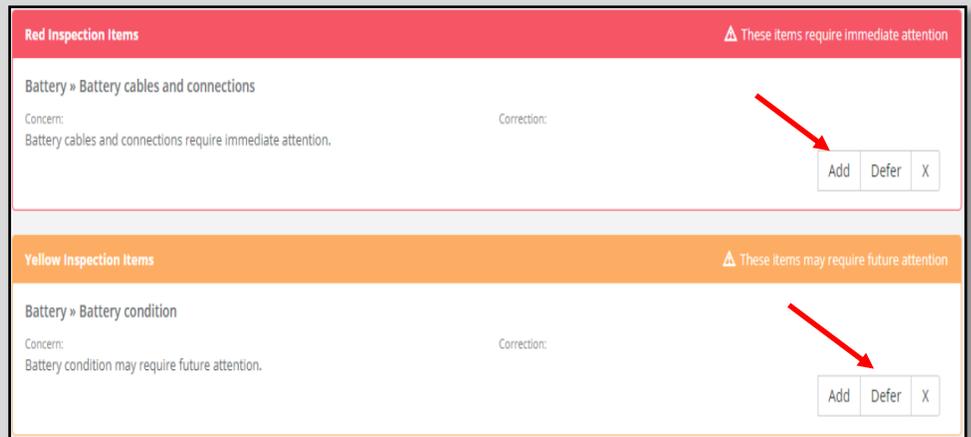
GM SLT (SERVICE LANE TOOLS)

Advisor - Review MPVI with the Customer

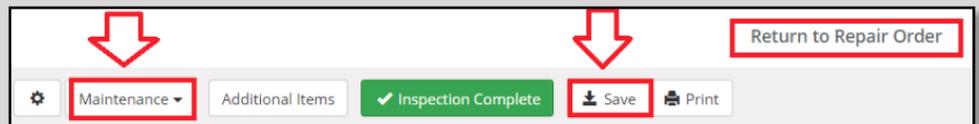
The status is updated on the route sheet, and a notification appears on the advisor's screen when the technician has marked the MPVI as complete. In the RO, the **[Multi-Point]** button is outlined in green, and a PDF that can be emailed, texted, or printed is attached to the RO.



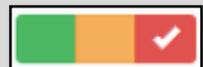
1. Click "**View MPI**" on the notification, or navigate to Service > Advisors > Repair Orders. Select an RO, and click the **[Multi-Point]** button at the bottom of the RO.
2. Review the MPVI with the customer. Cover green, yellow, and red item found by the technician. You may show the MPVI to the customer on a tablet, print a hard copy, attach to an email. You can also call the customer to discuss the recommended items over the phone.
3. If the MVPI is green, the advisor must click [Save to RO] to qualify for PASE points.*
4. Scroll to the bottom of the MPVI to the *Found Items* section, and select **[Add]** or **[Defer]** as needed for each item. If an item is deferred, you are prompted to give a reason.



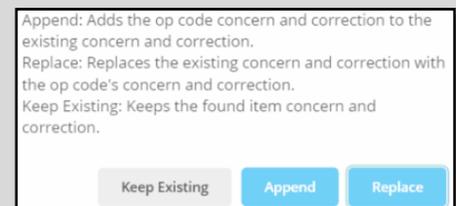
4. After choosing to Add or Defer any yellow or red items, you *must* click **[Save to RO]** for the items to be properly pushed to the RO. **[Save to RO]** also updates the PDF and qualifies the MPVI for PASE. Once saved and the RO is closed, the MPVI information is transmitted to GM to apply PASE Points.* The screen now shows that the concerns have been added to the RO.



5. Select **[Return to Repair Order]**.
 - If you need to return to the Factory Required Maintenance screen, click **[Maintenance]**. Completing the Maintenance Menu qualifies for PASE points.



6. Op codes for red and yellow items can be added on the RO or on the MPVI, if desired. If you want to apply an Op code to a Found Item on the MPVI, select the yellow and red items:
 - Click the checkmark to see the technician's concerns and corrections, along with any photos taken.
 - Click the Op code search icon. Select an alternate Concern & Correction from the list. You are prompted to *Keep Existing*, *Append* the Concern and Correction field, or *Replace* the existing options.



7. Once the RO is closed, the Maintenance Menu and MPVI is transmitted to GM and PASE points are applied accordingly.

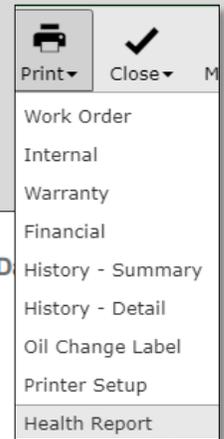
* **Required for PASE points.**

GM SLT (SERVICE LANE TOOLS)

Provide Health Report to the customer - Service > Advisor > Repair Order

From within the RO:

1. Hover over the [**Print**] button in the Action Ribbon, and select **Health Report** from the dropdown menu to generate the report.



Print Close M

- Work Order
- Internal
- Warranty
- Financial
- History - Summary
- History - Detail
- Oil Change Label
- Printer Setup
- Health Report

Maintenance Report

Prepared for D



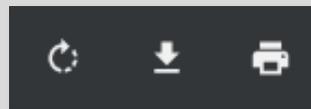
2019 Buick Enclave

3.6L V6 310hp 266ft. lbs. | FWD | 9-Speed Shiftable Automatic
Change Engine Oil Soon @ 7,500 miles
RO / Tag: 103858 / VIN: 5GAERBKW2KJ257135

Factory-Required Maintenance

665307	Rotate Tires	\$0.00	Deferred
	Body Latches, Locks & Hinges Lubricate	\$0.00	Deferred
	Neutral Safety Switch Test	\$0.00	Deferred
0665005	Check or inspect the following: - Engine Air Filter Element Inspect - Underbody Inspect - Change Brake Fluid - Cooling System Fluid Level Inspect - Engine Oil Level Inspect - Tire & Wheel Assembly Inspect - Seat Belt System Inspect - Auto Trans Brake Shift Interlock Solenoid Inspect - CV Joint Boot Inspect - Suspension System Inspect - Exhaust System Inspect - Exhaust System Heat Shield Inspect - Fuel System Inspect - Parking Brake System Inspect - Power Steering System Inspect - Steering System Inspect - Sunroof Assembly Inspect - Windshield Washer Fluid Level Inspect - Oil Life Monitor Inspect - Accelerator Pedal Inspect	\$0.00	Deferred

- The Health Report Booklet is available by clicking the [More] button in the Action Ribbon and selecting Attachments.
- You can download the report in order to text or email it to the customer, as needed.



More

- Attachments
- Clock Times
- Labor Summary
- Void
- Accessories Due
- Bill To

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1.800.227.8187 or email dmssupport@drivedominion.com

GM SLT (SERVICE LANE TOOLS)

GM SLT Exception Report - To track the usage of the Factory Required Maintenance and the MPVI, navigate to OEM DCS > GM > GM SLT Exceptions.

3. Choose the desired report parameters.

- Company
- Advisors (All advisors or by specific advisor). Selecting **All** advisors lists each associate and shows if the Menu was *Offered* (True or False) and if the MPVI was *Completed* (True or False).
- Date Type
- Start and End dates
- Output to - Selecting *Output to View* allows the information to be exported into an Excel file or PDF.

Report Parameters

Companies: Carroll's Auto Sales, Inc x

Advisor: All

Date Type: Exact Dates

Start Date: 02/16/2021

End Date: 02/21/2021

Output to: View

Buttons: Set as Default, Reset Defaults, Run Report

2. Click the **[Run Report]** button.

GM SLT Exceptions

Parameters Share

1 of 2

CarAuto Sales

BUICK GMC

Excel PDF

RO#	Name	Arrived	Menu Offered	MPI Complete
000017	Wayne Raymond			
RO#: 303124		Arrived: 2/16/2021 7:28:12 AM	Menu Offered: False	MPI Complete: True
2/19/2021 8:31:48 AM	1 Success for RO: 303124.			
RO#: 303126		Arrived: 2/16/2021 9:01:06 AM	Menu Offered: False	MPI Complete: False
2/16/2021 3:49:51 PM	1 Success for RO: 303126.			
RO#: 303127		Arrived: 2/16/2021 9:08:00 AM	Menu Offered: True	MPI Complete: True
2/19/2021 8:50:03 AM	1 Success for RO: 303127.			
RO#: 303130		Arrived: 2/16/2021 1:28:47 PM	Menu Offered: False	MPI Complete: True
2/18/2021 6:51:03 AM	1 Success for RO: 303130.			
RO#: 303132		Arrived: 2/16/2021 1:39:10 PM	Menu Offered: False	MPI Complete: False
2/17/2021 8:48:20 AM	1 Success for RO: 303132.			
RO#: 303133		Arrived: 2/16/2021 2:39:18 PM	Menu Offered: False	MPI Complete: False
2/17/2021 8:41:05 AM	1 Success for RO: 303133.			
RO#: 303136		Arrived: 2/17/2021 7:03:57 AM	Menu Offered: False	MPI Complete: True
2/19/2021 8:33:05 AM	1 Success for RO: 303136.			
RO#: 303140		Arrived: 2/17/2021 8:44:49 AM	Menu Offered: False	MPI Complete: True
2/17/2021 2:19:50 PM	1 Success for RO: 303140.			
RO#: 303141		Arrived: 2/17/2021 9:23:35 AM	Menu Offered: False	MPI Complete: False
2/17/2021 2:35:23 PM	1 Success for RO: 303141.			
RO#: 303148		Arrived: 2/17/2021 2:30:44 PM	Menu Offered: False	MPI Complete: True
2/17/2021 4:16:56 PM	1 Success for RO: 303148.			

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GM PASE Reports

PASE Reporting follows strict guidelines, and PASE points are calculated by calendar month.

PASE Reports consist of 2 inputs:

1. The number of multi-point vehicle inspections and maintenance menu options reported for the month.
2. Closed Repair Orders that are reported nightly via the DDS file transmission from the DMS to GM.

Calculations of PASE Reports:

The calculations are as follows:

Total number of ROs that had an MPVI or Maintenance Menu performed divided by the total number of ROs for the calendar month.

- Numerator (top number) - MPVI and Menu items are based on the Open Date, and they count based on the Close Date for the month.
- Denominator (bottom number) - Total ROs are based on the Closed Date and always count, but it only counts once.

PASE cutoff date for the previous calendar month is the 8th of the next month unless that date falls on a weekend. Dealerships have 8 days after the month ends to close out ROs.

EXAMPLE: If the MVPI was completed on 7/31 and the RO closed on 8/2, the MPVI counts for July, but the RO counts for August.

Other important information:

- PASE reports are updated every Wednesday.
- Dealerships should not wait until the end of the month to close out everything.
- The Calculations are by calendar month.

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1.800.227.8187 or email dmssupport@drivedominion.com