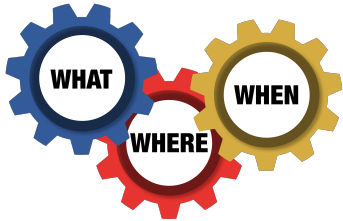


Repair Order Standards



3 QUESTIONS TO
WRITING A CLEAR
CONDITION OR CONCERN

DOES YOUR WRITE-UP
MEASURE UP?



Summarize the Customer's
Concern and Gain
Their Agreement

SHOULD

Be spelled correctly
Use proper grammar
Be concise
Be specific

SHOULD NOT

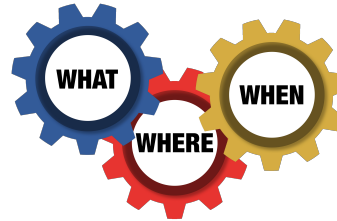
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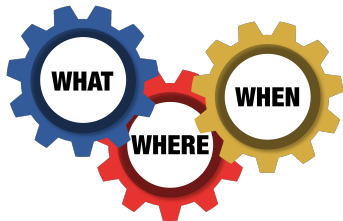
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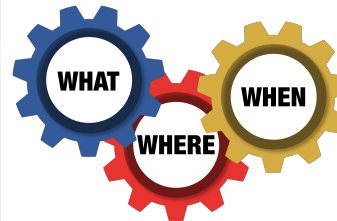
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