

ClearMechanic Video Captures Improperly Installed Flywheel; Service Center Gains New Customer!

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In a harsh twist of fate, which in the end cost the customer considerably more money, a service center wins a new customer and restores that customer's trust in the automotive repair process.

The story begins with a car owner visiting his local Chevrolet/Buick/GMC dealer receiving an estimate for a new engine. The car owner declined the repair recommendation and took his vehicle to another repair facility which quoted a lower price.

The other repair facility installed a new engine, and then a few weeks later installed a new transmission. The customer noticed a strange, recurring noise every time he started the car and returned to the repair facility multiple times to voice his complaints. The repair facility was unable to diagnose the noise and sent the customer on his way.

The customer returned to the Chevrolet/Buick/GMC dealer, which quickly diagnosed the noise as an improperly installed flywheel. The flywheel had been installed backwards! The flywheel was hitting the starter, which was causing the noise upon starting. To explain the source of the problem to the car owner – who was now extremely frustrated and skeptical – the technician captured the flywheel damage on video using ClearMechanic's new real-time video feature.



Please visit <http://bit.ly/QWk8xC>. This was uploaded by Sunrise Chevrolet Buick GMC in Memphis, Tennessee. Watch the video and listen to the audio as the technician explains the damage.

ClearMechanic's real-time video photos provide repair facilities the unique opportunity to visually present repair recommendations to their customers. The only way to validate a repair recommendation to customers is by capturing the vehicle damage – whether it is a worn part, a leak, a crack or a diagnostic test – and send it electronically to the customer. This is exactly what service centers try to do for “waiters” who are sitting in the customer lobby. Yet, strangely, that validation and trust-building process is rarely carried out for the large majority of customers who do not wait at the service center. ClearMechanic is the only way to do this.

Transparency in automotive repair and the ability to validate repair recommendations is a major differentiating factor when customers compare one repair facility against another.

In the case of the improperly installed flywheel, the Chevrolet dealership was able to prove (retroactively) that its higher pricing was justified by outstanding customer service, diagnostic work and technology. We were pleased to play a role in winning back this customer.