

P

hotographs

Take pre- and post-service **photographs** to capture the condition of the vehicle before and after. If conditions make photos difficult, please use a manual vehicle inspection form to record any damage



R

eevaluate

Reevaluate, at step of service delivery. If damage is likely to occur, STOP and readjust. Always follow best practices and do not force a solution.



O

bserve

Observe the type of vehicle and the surroundings at the location/destination can affect service delivery. Pay attention to **drive train, fuel type & physical surroundings** to ensure appropriate and safe service delivery



T

ools echnique

Proper **tools and proper technique** reduces the possibility of damage. If you do not have the proper tools/technique, do not do the service and make alternate arrangements.



E

ducate

Educate yourself! Use available resources from:

- assistanceservicesgroup.com/resources
- www.towtrucktech.com
- or refer to OEM online owner manuals



C

ommunicate

Communicate any issues back to ASG:

- 800 268-1111 (CAR agent)
- calon-dmgcor@sykes.com (Damage Coordinator)
- calon_conrel@sykes.com (Regional Manager)



T

ake your time

SLOW DOWN – **TAKE YOUR TIME**
PREVENTING DAMAGE SAVES EVERYONE
TIME AND MONEY!



PROTECT YOURSELF – PROTECT YOUR CUSTOMERS