

Customers Waiting in Vehicle During Service



**CRITICAL TO
SAFETY**

Never allow a customer to wait in the vehicle during service if any of the following conditions are present:

- You need to use yellow lift blocks to raise the vehicle.
- The vehicle has passengers in the back seat (including animals).
- You have a safety concern with the customer remaining in the vehicle.

If the Customer chooses to stay in their vehicle during service, have them put the vehicle in park and remove keys from the ignition.



**CRITICAL TO
QUALITY**

Share the following information with the customer every time:

- The estimated time it will take to complete the service.
- That they must remain in the vehicle for the duration of the service and limit movement inside the vehicle for stability.
- If in an emergency the customer must exit the vehicle, they need to alert an employee to make sure it is safe to do so.
- No smoking.
- That we will let them know when they can start the vehicle again.

Alert the customer before you raise and lower the vehicle.

The Whys

- A raised vehicle on yellow lift blocks can become unstable with customer movement in the vehicle.
- Movement from the back-seat occupants, especially children and animals, can cause the vehicle to become unstable.
- Not every scenario can be accounted for, so you are empowered to make the right decision for your situation.
- Removing the keys from the ignition and placing them into the cupholder will help prevent the customer from accidentally starting the vehicle while it is being serviced.
- We do this to make sure the customer does not decide they want to leave the vehicle while it is raised on the lift of jacks.
- Alerting the customer before raising and lowering will help prevent startling the customer.