

1- “I understand payments are important to you. My job is to find you a payment that fits you best. Based on the information you shared with me earlier, I have some plans that will probably make some sense to you. By choosing the Preferred...”

2- “Did your salesperson cover your factory warranty?

My job is to summarize it for you...

There are four limitations:

- Wear and tear items are not covered
- Maintenance is not covered
- You must return to a factory dealership for warranty work
- It is limited to time and miles, in your case 36 months and 36,000 miles”

3- More and more customers tell me they can’t believe the cost of parts and labor. Here’s why they are so expensive: parts and labor.

4- “Most of my customers see value in at least one of these options. If it did not affect your payment too much, which one would you choose?”