

DECLINED WORK RECOVERY CHECKLIST

10 steps to turn “not today” into booked work. For independent auto repair shop owners.

SHOP: _____ DATE: _____

#	STEP	DONE
01	LOG EVERY DECLINED ITEM, EVERY TIME Record the line, the price quoted, and the date on the customer's vehicle record. If it isn't written down, it can't be followed up.	☐
02	ATTACH PHOTOS AND TECH NOTES A clear photo of the worn part plus a one-line note (“front pads at 3 mm”) does the selling later. Save them with the declined line.	☐
03	SET AN URGENCY LEVEL Mark each item Safety (brakes, tires, steering), Soon (leaks, worn belts), or Maintenance. Urgency decides how fast and how often you follow up.	☐
04	EXPLAIN IT BEFORE THEY LEAVE At pickup, say what was declined, why it matters, and roughly when it should be done. A customer who understands is far easier to call back.	☐
05	FOLLOW UP AT 3, 30 AND 90 DAYS Day 3: a friendly check-in. Day 30: a reminder with the photo. Day 90: a last nudge or bundle it with their next service. Safety items can go sooner.	☐
06	USE A SIMPLE, FRIENDLY SCRIPT “Hi Maria, it's Alex at Main Street Auto. Just checking on the front brakes we found on your Camry. Want me to get you on the schedule this week?”	☐
07	TIME IT AROUND THE NEXT VISIT Before every scheduled oil change or service, pull open declined items for that vehicle so the advisor can offer them again in person.	☐
08	MAKE IT EASY TO SAY YES Send an approval link or quote with the photo, offer a time slot, and mention any financing or bundle options you already offer.	☐
09	TRACK RECOVERED DOLLARS MONTHLY Each month, total declined work, work recovered, and work lost. Watch the trend and celebrate wins with the team.	☐
10	TRAIN AND REWARD YOUR ADVISORS Role-play the script, set a weekly 15-minute follow-up block, and make recovered work part of how advisors are recognized.	☐

Wrench Node automates this: declined work stays on the vehicle, follow-ups are AI-drafted for your review, and the Money Left on the Lift report shows what's waiting. Try it free for 14 days at wrenchnode.com.