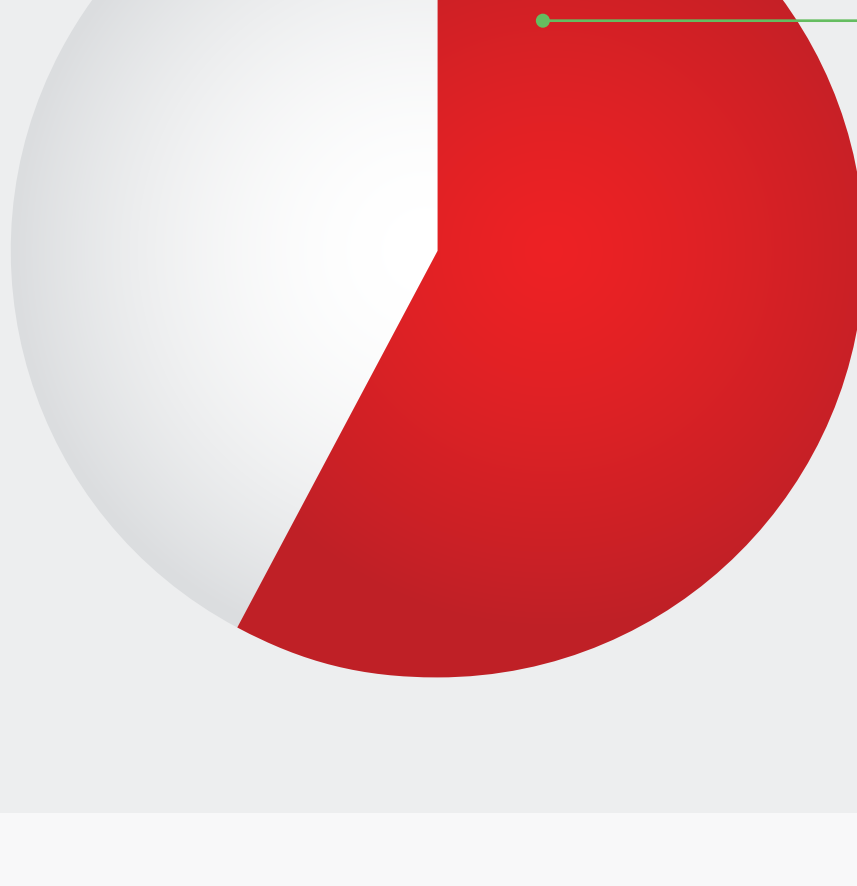
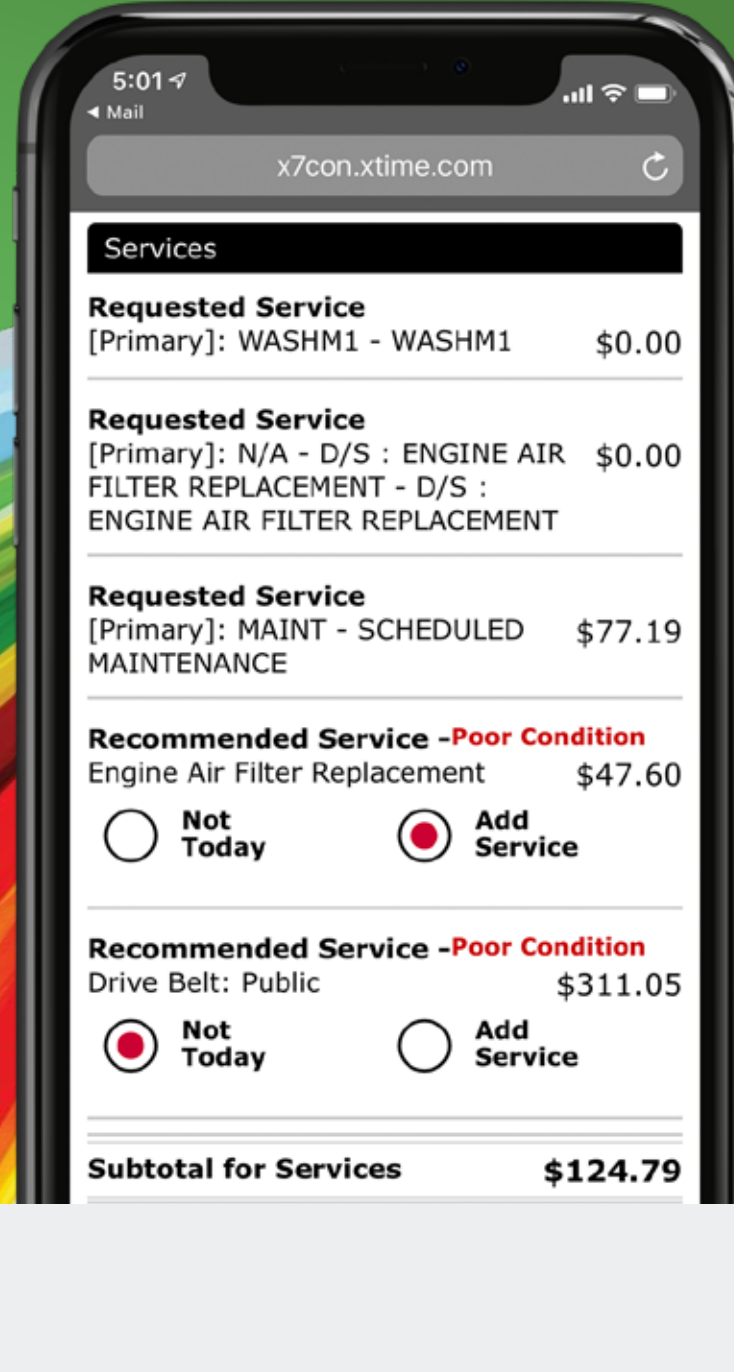


# Who's Getting Your Declined Service Dollars?



**58%**

of recommended services are *declined*.

## Why do vehicle owners decline services?



Lack of Trust



Lack of Budget



Lack of Time



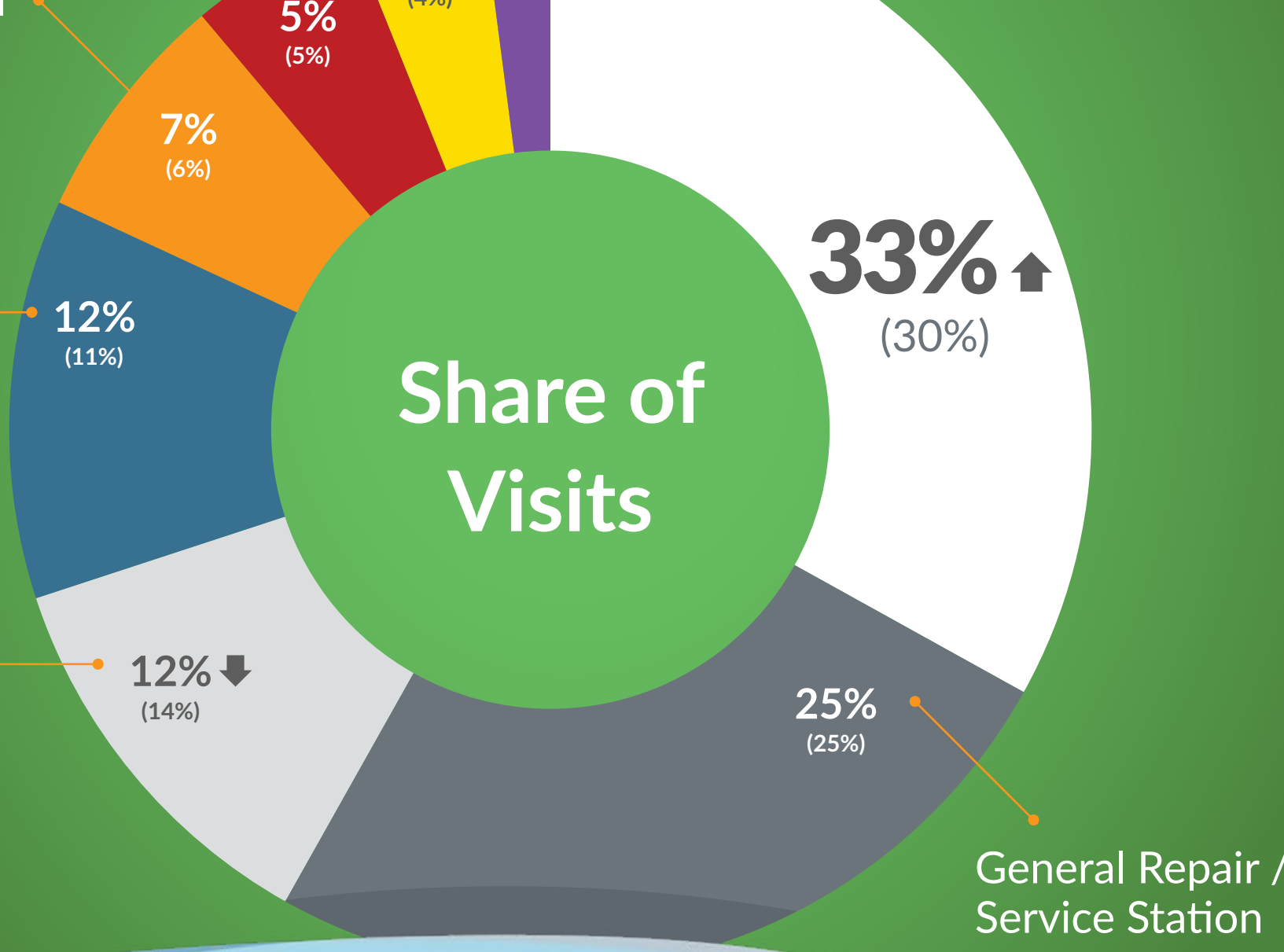
Lack of Dealership Financing

## Where do those service dollars go?

Vehicle owners have options when it comes to automotive service.



## 67% of service visits aren't at the dealership



## What's the cost of straying customers?

**\$266B**

Total annual lost revenue across all franchise dealers, including declined services.

**\$15.9M**

Total annual lost revenue per franchise dealer, including declined services.

## How can dealerships recapture declined services?

- CAPTURE** During Inspection
- STORE** Electronically
- TARGET** Previous Declined Service Customers
- PROMOTE** Across the Vehicle Service Experience

Visit [Xtime.com/DeclinedServices](https://xtime.com/DeclinedServices) to learn more.

**SOURCES:**

The Cox Automotive 2018 Service Industry Study  
 Tim Clay, 3 Quick Tips for Handling Declined Service, DigitalDealer.com  
<https://xtime.com/blog/2017/11/17/volume-29-what-to-do-about-declined-services/>