

“As Is” Buyers Guide – Your Friend!



Bob Jackson, Regional Sales Manager
BJackson@AFASinc.com

Any formal F&I training I have seen promotes reviewing the vehicle’s manufacturer’s limited warranty with the customer during the product presentation. Where these steps become confusing is when it involves a true “As Is” vehicle. The proper set-up for these vehicles is a full review of the “As Is” Buyers Guide. Many F&I professionals do not realize how effective this tool can be. The set-up for reviewing the “As Is” Buyers Guide would go something like this:

- Before reviewing the form, find the component group listing and read the first disclosure at the top of the form. This is all the set-up you need!
- When the disclosure states, “...below are components that could be subject to failure on any used vehicle,” the seed for possible repair expense has been planted.
- My recommendation is to highlight the top disclosure and each component category heading as you say, “Please review this required disclosure and when you are through, sign on the bottom.”
 - If you are advised not to use a marker or highlighter, simply circle the disclosure and each component category.

Remember, do not use the “As Is” Buyers Guide to sell. Simply use it to plant the seed. This will provide you the platform to present your product portfolio in the menu presentation. Do not underestimate the resources you have at your fingertips! The simplest ones can become your most effective tools.