

## TELL ME MORE (TMM)

July 2025

## DEALER BEST PRACTICES

- Tell Me More (TMM) should be used for all non-maintenance vehicle concerns that require any form of diagnosis—not just for warranty approval purposes.
- BDC completes and/or sends TMM during appointment to help streamline the Service Advisor's workload at the time of write-up.
- A brief explanation of the TMM will be included with the appointment reminder, along with the TMM form itself.

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### ADVISORS LOVE TELL ME MORE



Concern Details Before Arrival



Warranty & Audit Compliant



No Tech Interruptions More  
Time Selling



Better Write-ups  
Better Surveys

TMM in Dealerlogix  
every time



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### BDCs LOVE TELL ME MORE



Save Service Advisors Time



Boosts Appointment Quality



Customer Feel Heard  
Better Surveys



Guided questions for more  
controlled calls

TMM Appointments  
in Dealerlogix



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### TECHs LOVE TELL ME MORE



No Chasing Service Advisors  
for Dealers



Better Dispatch



Fewer Comebacks



No Stapled Surveys  
Warranty Compliant

Straight from the  
Customer



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### WHAT IS TELL ME MORE



WHAT are you experiencing?



WHEN does it occur?  
WHEN did it start?



WHERE on the vehicle  
did it happen?



Fix it Right First Time

What your  
technician needs

