Dear customer, we have your car assigned to a technician and your concerns are being addressed now. We will be in contact with you within an hour or so with our results. In order to expedite your repairs, please be on the look out for a text message or phone call from us. The sooner you respond the faster we can continue with the needed repairs. Thanks, Total MINI and BMW staff

Hello X customer,

We have your car checked out and wanted to go over what is needed to your initial concerns and also to let you know about a few things that are must have repairs. I have listed them in priority order and have texted them to you. Please call when you get these to discuss unless you are comfortable with what is listed. If you do agree, and want to move forward with the listed repairs, please check the boxes to approve them. There are also a few other items that I am working up that don’t need to be done right now. Overall, the condition and value: Example-Interior and exterior are excellent and looks like you kept the car serviced.( Do a look over of their car.)

Do you have confidence in your words to them? Is Their car good enough to warrant the repair of these items….Tell them that

Thanks, X-Total MINI and BMW