**Owner Care Portal Email Template – Keeping Promise Time**

Subject: Your Owner Care Vehicle Report is Ready!

[N],

Your requested services are underway. As promised, we performed a complimentary inspection and your vehicle health report is now ready. To review, click here: [OCURL].

With your approval, we’ll have your vehicle back on the road in no time and notify you the moment it’s ready.

If you have any questions, please feel free to call me at [SA#] or respond to this email.

What you need to do:

1. Review your vehicle health report: [OCURL]
2. Decide which services to have performed today
3. Submit your response. If you have any questions, contact [SA] at [SA#].

Thank you for the opportunity to service your vehicle.

Sincerely,

[SA]

**Owner Care Portal SMS Template**

[N], your vehicle health report is ready. To review, tap [OCURL]. Call [SA#] with questions.

**Owner Care Portal Email Template – Changing Promise Time**

Subject: Your Vehicle Report is Ready!

[N],

Your requested services are underway and as promised, we’ve performed a complimentary inspection. There were some items found that require your attention and could modify our original time estimate for completing the work.

Please review the findings by clicking here [OCURL].

With your approval, we’ll have your vehicle back on the road as soon as possible and I will notify you the moment it’s ready.

If you have any questions, please feel free to call me at [SA#].

Thank you for the opportunity to service your vehicle.

Sincerely,

[SA]