Attach to job card and correctly complete each step.

|  |  |
| --- | --- |
| **Step 1 - Initial inspection (10 mins max - free)**  Service advisor or technician performs initial inspections and:   * Confirms customer complaint and potential issues and records on job card * Determines diagnostic level (see below) * Explains to customer proposed diagnostics or repair procedure * Gains financial commitment from customer |  |
| **Diagnostic level** (Circle most appropriate)   * Level A – Minor diagnostic (completed on the spot) * Level B – Major diagnostic **-** Test drive, visual inspection, scan tool to retrieve DTCs, check live data, research and report, 60min**,** $110 incl GST (vehicle left or booked in for inspection) |  |
| **Step 2 - Instructing technicians**  Service advisor informs technician both written and verbally:   * Customer complaints * Potential vehicle issues * Time commitment |  |
| **Step 3 - Inspection and testing of vehicle**  Technician performs inspection and notes on the job card:   * Records work performed and results * Records proposed further repair or testing/diagnostics required |  |
| **Step 4 - Reporting inspection and testing results**  Technician informs the service advisor both written and verbally:   * Test performed and results achieved * Repairs or further testing/diagnostics required * Options and potential customer queries |  |
| **Step 5 - Communicating results to customer**  Service advisor informs customer:   * Diagnostic results * Repairs or further testing/diagnostics required * Timeframe for repairs or further testing/diagnostics required * Costs for repairs or further testing/diagnostics required |  |
| **Step 6 – Job completion/invoicing**  Service advisor informs customer:   * Vehicle repairs performed or problems highlighted in a well laid out and detailed invoice * Where appropriate, show any replaced parts, test results or photos to add value |  |