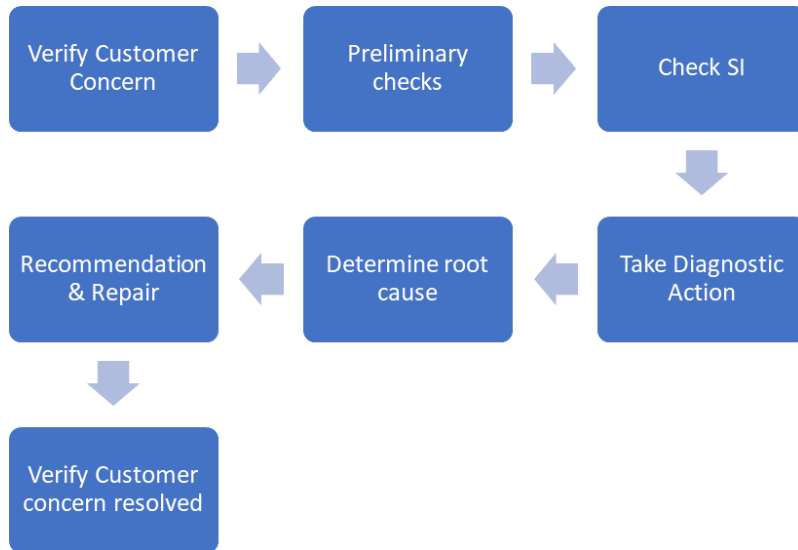


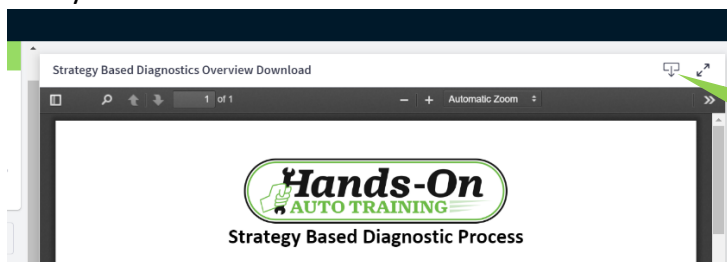


Strategy Based Diagnostic Process



Following the same diagnostic process for every vehicle will yield better results for your shop.

1. Verify customer concern, duplicate the problem.
2. Preliminary checks:
 - a. Visual inspection
 - b. Test Battery
 - c. Complete DTC scan
3. Check SI
 - a. Description / Operation
 - b. TSB's
 - c. Flow Chart
4. Make a plan. Take diagnostic action!
5. Determine root cause of problem.
6. Make recommendations to solve customer issue. Sell the job. Make the Repair.
7. Verify the customer concern has been resolved.



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