

UNDERSTANDING THE DIAGNOSTIC PROCESS

In order to repair the problem you are experiencing with your vehicle, we need to classify it into one of the four categories listed below:

1. CONSTANT FAILURE

This type of problem is very noticeable without even driving the vehicle.

EXAMPLE: The engine shakes violently while sitting on the driveway without even driving the vehicle.

2. CONSISTANT FAILURE

This type of problem can be easily and consistently duplicated on a road test as well as in the shop with test equipment connected to the vehicle.

EXAMPLE: The CHECK ENGINE light is on and the engine surges and bucks all the time.

3. INTERMITTENT FAILURE

This type of problem is intermittent in nature, can be reproduced under specific driving conditions, but may not be easily reproduced in the shop with test equipment connected. The customer can describe the specific conditions when the condition occurs. This type of problem may require one or more extensive road tests to reproduce.

EXAMPLE: When I accelerate to pass another car on the highway and the engine is cold, my car stumbles. I only notice it in the morning.

4. RANDOM FAILURE

This type of problem may occur on a random or inconsistent basis. The specific conditions are unknown and cannot be reproduced easily. This type of problem is the most time consuming and may require us to keep your vehicle for several days and may require us to drive the vehicle multiple times.

EXAMPLE: The engine stalls occasionally. It has only happened a few times and there is no consistency.

When diagnosing a vehicle with a specific complaint, the more information you can give us concerning the complaint and vehicle service history, the less time we may spend duplicating the problem, performing tests and coming to a conclusion on what is the cause. By completing the diagnostic worksheet attached you will be helping us get the information we need. Our Technicians will consider the information you provide and combine that with their expertise to determine the most prudent method of diagnosis. If the problem cannot be reproduced using standard procedures during initial diagnostic testing, we may include you in the diagnostic process by giving you a questionnaire to fill out when the problem recurs. In some cases, a great deal of time is required to help pinpoint the cause of the complaint.

During the diagnostic process, the Technician may find parts and /or components that need to be repaired or replaced before they can continue. You need to know this before we begin, in an effort to further your understanding of what may be required. We ask you to be prepared to make any repairs we may recommend. If those repairs are not done, it might be difficult or impossible to continue, and may prevent us from getting to the root cause of the problem. An example is a battery or alternator that fails our tests, and when replaced, has corrected a drivability complaint. We have seen examples like this many times.

The diagnostic process will involve not only the Technician's knowledge and years of experience, but also the use of computer scan tools, electrical signal scopes, vehicle specific tools, our extensive library of vehicle manufacturer information, several internet information sources as well as several technical diagnostic hot lines that charge \$50-\$100 for their service.

It has also been our experience that the failure of one component can cause the failure of others. An example would be a leaking fuel injector that causes the catalytic converter to become damaged due to excessive fuel contamination. We have found that many times there is more than one problem. If all problems are not completely repaired it may create additional issues. Our goal is to completely fix your car. While we try to find every defect on the initial diagnosis, we may not see additional problems until we repair the most obvious ones first.

We are proud of our ability to correctly diagnose and repair the most challenging problems on today's vehicles. We are committed to the successful diagnosis and repair of your vehicle while keeping costs to a minimum.

I have read and understand the procedures outlined above and give permission for XYZ Automotive to proceed with the diagnosis within the above guidelines.

_____ Sign _____ Date