

Courtesy Technician Cheat Sheet

If CSA / MGR / Service Tech are unavailable, perform steps 1-3

1. Welcome customer w/ script. Write “*type of service*” and time of day on windshield
2. Collect mileage & plate on post-it note place on windshield.
3. Escort customer to lobby and do a proper lounge orientation.
4. CT should follow CSA out on primary car, to drive it in ASAP
5. Release Hood
6. Roll down windows
7. Drive vehicle in
8. Communicate dash lights
9. Reset Oil Change indicator
10. Shut engine off
11. Verify LBT set blocks *Should breakaway to stage 2nd vehicle with UBT*
12. **If no Rotation** inspect brakes @ each wheel w/ flashlight (Green, Yellow or Purple no MM)
13. **If Rotation** (Check tread depth & report to UBT) *Tire stores use Groove Glove every car*
14. Test Battery
15. Remove CAF
16. Get tools for rotation (including extra socket for UBT & Torque wrench)
17. Raise lift *if waiting of UBT*
18. Start at driver front use impact gun to remove lug nuts
19. Inspect the tire while moving past the rear tire and lay flat
20. Remove driver rear lug nuts leave tire hanging
21. Remove passenger rear lug nuts
22. Inspect the tire while moving past the front tire and lay flat
23. Remove passenger front lug nuts leave tire hanging
24. Install lug nuts LF. Use torque stick for proper torque spec
25. Install lug nuts LR per torque spec. Use torque stick for proper torque spec
26. Install lug nuts RR per torque spec. Use torque stick for proper torque spec
27. Install lug nuts RF per torque spec. Use torque stick for proper torque spec
28. Lower lift “**Clear to lower lift, bay #**” / “**Lowering lift, bay #**” *LBT & UBT must response to both*
29. Clean windows *28-30 Can breakaway to stage 2nd vehicle with any additional employee except UBT*

30. Vacuum **“Courtesy complete, bay #”**
31. Install CAF if needed
32. Drive Vehicle out **“Starting and leaving, bay #”**