**Courtesy Tech Cheat Sheet**

1. Accompany CSA to greet customers (as available)

2. Install Floor Mat, Lower Windows, Release Hood Latch

3. Tests Horn – Communicate “Signature Service, Bay #”

4. Follow UBT’s directions, drive the vehicle into bay, stop and place vehicle in Park

5. Perform Light Check, if customer in vehicle, instruct them during light check

6. Check Warning Dash Lights and Windshield for Chips/Cracks

7. Respond to UBT “Engine Off, Bay #” with “Engine Off, Bay #”

8. Turn Engine off, Raise Windows, Secures Keys

If customer in vehicle, Clean DS window then lower DS Window while customer waits for SS

9. Collects information from Tire Placard – Communicate “Tire Inflation Pressure, Front

and Rear \_\_ psi, Bay #”

10. If applicable, Set Blocks/Swing Arms on Driver Side

11. Test Battery

12. If applicable, Measure Tread Depth on all 4 tires and verify they match with placard

(No mention for CT of Visual Brake Inspection on DTOG or Judge Form)

13. Remove/Inspect Cabin Air Filter

14. If Rotation: Find Wheel Lock Key/Adapter, if applicable

* Remove Wheel Cover/Lug Nut Covers, if applicable
* Prepare to Lift Vehicle – Communicate “Clear to lift, Bay #”, “Lifting Vehicle, Bay #” and “Lift is Locked, Bay #”
* Remove Lug nuts from all four tires starting at DS front and ending at PS front.
* Move DS Front and PS Rear tires to new locations, inspect as you move them.
* Install Lug nuts on all four tires in STAR pattern with proper Torque Stick
* Prepare to Lower Vehicle – Communicate “Clear to lower lift, Bay #” and “Lowering Lift, Bay #”
* Respond to UBT call “Wheel torqued to \_\_ft lbs, Bay #” with “Thank you, Bay #” after each tire

15. Vacuum Floors (3 Min) Start at DS Front and then Counterclockwise

16. Clean Exterior Windows (2 Min) Start DS Windshield clockwise ending at DS Mirror

17. Install Cabin Air Filter

18. Communicate – “Key on, Engine Off, Bay #” where applicable

19. After UBT Under Hood QI – Communicate “Clear to start, Bay #” then “Starting

and Leaving, Bay #”

20. Drive vehicle out of Bay and place vehicle in Park

21. Inspect Dash for Lights, remove Floor Mats

22. Secures Keys and Gives to customer