**Upper Bay Technician Cheat Sheet**

1. Respond to CT Call “Signature Service, Bay #” with “Car coming in, Signature Service, Bay #”

2. Guide Vehicle into Bay with ROC Sheet on hand

3. Check Front Lights - Communicate Condition

4. Check Driver Side (Left Side) Wiper Blade – Communicate Condition

5. Record Dash Lights/Windshield Condition – Communicate Condition

If applicable, record DEF Level from Dash

6. Check Rear Lights/Rear Wiper Blade if equipped – Communicate Condition

(Record condition on ROC sheet)

7. Check Front Passenger Door is unlocked

8. If Rotation, Assist with Setting Blocks/Swing Arms on Passenger Side

9. Check Passenger Side (Right Side) Wiper Blade – Communicate Condition

10. Raise Hood and Place Fender Covers

11. Communicate “Checking Transmission Fluid, Bay #”

If applicable, communicate “Adding Transmission Fluid, Bay #”

12. Communicate “Engine off, Bay #”

13. Check Oil Level and Remove Oil Fill Cap, communicate “Signature Service, Bay #”

14. Respond to CT “Tire Inflation Pressure – Front and Rear \_\_ psi, Bay #” UBT Repeats Same

(enter light inspection on EROC)

15. Communicate “Under Vehicle Inspection, Bay #”

Stage secondary vehicle with CT, following previous steps then back to primary vehicle

16. Check Brake Fluid Level and Test

17. Check Radiator Fluid Level

18. Go to ESM – Communicate “Oil Filter #, Drain Plug Torque \_\_, Bay #”

19. Remove Engine Air Filter and then Inspect Belts, Hoses, Fluid Leaks and Complete ROC

20. Verify New Oil Filter

21. Deliver ROC and Items to CSA if no Tire Rotation -- Topside Oil Filter, Remove old filter/

Install New

22. If Rotation: Monitor Lift and Respond to CT “Clear to lift, Bay #” with “Clear to lift, Bay #”

* Respond to CT “Lifting Vehicle, Bay #” with “Thank you, Bay #”
* Respond to CT “Lift is locked, Bay #” with “Thank you, Bay #”
* Inspect Brakes, Condition of pads, rotors and brake hardware
* Move/Inspect Tires - Driver Rear to Front and Passenger Front to Rear and Inspect while moving
* Install One Lug nut on each tire and finger-tighten
* Monitor Lowering Lift/Respond to CT “Clear to Lower Lift, Bay #” with “Clear to Lower Lift, Bay #”
* Respond to CT “Lowering Lift, Bay #” with “Thank you, Bay #”
* If applicable, Remove both Driver and Passenger Side Blocks/Swing Arms

23. Deliver ROC and Items to CSA for Service Review

24. Determine Correct Torque and Perform Tire Rotation Quality Inspection – Communicate

“Driver Front torqued to \_\_ FT LBS, Bay #” – Communicate after each wheel

25. After Tire Rotation Quality Inspection, if Topside Oil Filter, Remove Old Filter/Install New

26. Check and Adjust Tire Pressure

27. Respond to LBT call “Mounting plate clean, spindle tight, Bay #” with “Thank you, Bay #”

28. Check Under Hood Fluids – Communicate “Checking Under Hood Fluids, Bay #”

29. Check/Fill Battery Fluid – Communicate “Adding Battery Fluid, Bay #”

30. Check/Fill Power Steering Fluid – Communicate “Adding Power Steering Fluid, Bay #”

31. Check/Fill Washer Fluid – Communicate “Adding Washer Fluid, Bay #”

32. Fill Def, if applicable – Communicate “Adding DEF, Bay #”

33. Fill Coolant, if applicable – Communicate “Adding Coolant, Bay #”

34. Respond to LBT Requests – LBT Communicates “Fluid Application \_\_, Bay #” Check ESM

and communicate fluid application “\_\_\_\_\_, Bay #”

35. Gather Bottled Oil, Eco-Boxes, Filters and install Engine Air Filter

36. Request Under Vehicle Status – Communicate “Under Vehicle Status, Bay #”

37. Record and Complete Checkpoints Screen

38. Respond to LBT call “Ready for Oil, Bay #” with “Thank you, Bay #”

39. Add oil – Communicate “Adding oil, Bay #”, wait for LBT Response “Thank you, Bay #”

40. Complete and Forward Invoice to Cashier

41. Collect Vehicle Keys and communicate start of pressure check – Communicate “Clear to Start,

Bay #”, wait for LBT response “Clear to Start, Bay #” then “Starting, Bay #”, wait for LBT response “Thank you, Bay #”

* Advise customer to apply the brakes and start the vehicle
* If no customer, put both feet in vehicle with foot on brake and start the vehicle

42. Check Oil Pressure – Communicate “Pressure up, Bay #” LBT Response “System Sealed, Bay #”

43. Check Dash Indicator lights – turn off vehicle and reset oil change indicator light

44. Add Additional Oil if necessary – Communicate “Adding Additional Oil, Bay #”

45. Communicate “Quality Inspection, Bay #” and show LBT Oil Dipstick

46. Respond to LBT after QI is complete with “Thank you, Bay #”

47. Communicate – “All Caps Tight, Dipstick Secure, Hood Coming Down, Bay #”

48. Test Hood is securely latched and wipe smudges from Hood, Fenders, Doors

49. Guide Vehicle out of Bay