**Courtesy Tech Cheat Sheet**

1. Accompany CSA to greet customers (as available)

2. Install Floor Mat, Lower both front 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. Test Battery

11. 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)

Visually inspect brake pads

12. Remove/Inspect Cabin Air Filter

13. 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 tires starting at DS front and ending at PS front.
* Move DS Front and PS Rear tires to new locations past axle lay flat face up, inspect as you move them
* Pull on top of tire before tightening with impact to ensure proper rim to hub engagement (verify 6 o’clock lug nut is fully seated before tightening down)
* 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

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

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

16. Install Cabin Air Filter

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

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

and Leaving, Bay #”

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

20. Inspect Dash for Lights, remove Floor Mats

21. Secures Keys and Gives to customer