**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

7. Check Front Passenger Door is unlocked

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

9. Raise Hood and Place Fender Covers

10. Communicate “Checking Transmission Fluid, Bay #”

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

11. Communicate “Engine off, Bay #”

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

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

14. Communicate “Under Vehicle Inspection, Bay #”

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

15. Check Brake Fluid Level and Test

16. Check Radiator Fluid Level

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

18. Remove Engine Air Filter and then Inspect Belts, Hoses, Fluid Leaks

19. Verify New Oil Filter (circle oil filter number) including drain plug torque (Store #, Date, Torque, UB/LB initials, signs it)

20. Inspect drain plug and replace gasket with correct gasket place at front of bay

21.Enter Complete ROC inspection on EROC report and forward to CSA.

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, lay face up past axle
* Install One Lug nut 6 o’clock position on each tire and finger-tighten with socket
* Pull on top of tire to ensure proper hub to rim engagement
* 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 #”

23. Enter brake measurement on ROC inspection on EROC report and forward to CSA. (If tire rotation)

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 #”

 Make proper call if have to add fluid (adding fluid bay #)

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

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

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

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

32. Record and Complete Checkpoints Screen

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

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

35. Complete and Forward Invoice to Cashier

36. 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 customer drives in)
* Start vehicle, put both feet in vehicle with foot on brake and start the vehicle

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

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

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

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

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

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

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

44. Guide Vehicle out of Bay standing in “safe zone”