

ABC Company Policy
All Technicians
All Service Advisors

Sample Procedure Checklist

Oil Change and Vehicle Inspection Checklist

This procedure is to be followed exactly, as outlined, when doing an oil change or a 3,000 service. There are no-exceptions to this policy.

- 1. Remove work-order from the rack**
- 2. Read the work-order and understand what is needed**
- 3. If you do not understand it, get it clarified before starting on service**
- 4. Get the keys from the key rack**
- 5. Bring a floor mat and seat cover out to the vehicle**
- 6. Walk the vehicle and look for pre-existing damages, missing trim, broken lens, or glass and any large leaks, or bald or flat tires—note anything found on the work-order**
- 7. Write down license plate number if not on Work Order.**
- 8. Open driver's door and note vehicle manufacture date and model**
- 9. Write down mileage**
- 10. Start vehicle and ensure there is oil pressure. If no oil pressure turn it off and push vehicle into the bay**
- 11. Listen for noises, engine, exhaust, pumps, belts etc. Note these down**
- 12. Engage parking brake if not engaged (push gently, if it doesn't move properly do not force it, as damage could occur)—note this down**
- 13. Back up vehicle slowly—watch for other vehicles pulling in or out of the bays—listen for any noises, vibrations, or rattles—note these down**
- 14. Test drive vehicle (if it passed visual inspection) on the approved test drive route—note any problems with the vehicle you find**
- 15. Notice how vehicle shifts or doesn't shift, how the clutch engages**
- 16. Notice how vehicle accelerates**
- 17. Notice brake operation—anything odd write it down**
- 18. Run vehicle at proper and legal speed to feel for, tire, suspension or brake vibrations—write anything found down**
- 19. Check to ensure all safety and accessory items work—horn, signals, AC, heater, radio (do not change settings), wipers, washers, electric windows, locks, seats, etc.—note anything found on inspection sheet**
- 20. Bring vehicle back—pull into the bay**
- 21. Check external lights—headlights (high and low beam), directional, back up**
- 22. Set vehicle on rack and release the hood**
- 23. Raise vehicle on rack and position drain receptacle under engine**
- 24. Remove oil filter and drain crank case**

25. While oil is draining do the under car inspection—use the inspection sheet
26. While oil is still draining, lower drain receptacle and lower vehicle for tire and brake inspection
27. Rotate tires if indicated on work-order—ensure wheels are located on hub correctly and tighten lug nuts to proper torque specifications
28. Adjust tire pressure
29. Raise vehicle back up and install new oil filter from stock—hand tighten (make sure old oil filter o-ring is not stuck on the housing), and install drain plug with a new crush gasket—tighten to proper tightness
30. If additional inspections are needed (full cooling system, brake etc.) note this on the inspection sheet
31. Lower car and note what kind of oil is indicated on work-order. Replenish to proper level.
32. Do full under hood inspection—note condition of all fluids and top off all fluids to proper levels
33. Check air filter—note if needs replacing
34. Lubricate hood release
35. Start engine—NOTE: It is very important that the oil light or oil pressure gauge comes up to proper pressure! If this does not happen, or there are any noises or leaks—SHUT OFF ENGINE IMMEDIATELY
36. Remove lift from vehicle—install oil change sticker in upper left corner of the windshield with a date three months from now and mileage 3,000 miles from now
37. Lubricate door hinges and back vehicle out of the bay
38. Park vehicle and ensure there is no grease smudges, and the windows are all rolled up
39. Return paper work with all needed information to the service advisor and put keys back on key rack

The job you do is vital to the overall success of the business and the satisfaction to the customers. Do a good job! Without customers there is no purpose for the shop. Without the shop there is no purpose for your position.