

Up-selling and Cross-selling checklists

Basic start list

1. Listen to customer's complaints
2. Test drive, driveability issues?
3. All lights, inside and out
4. Horn, wipers, washer
5. Battery, condition, age
6. Battery terminals and cabling
7. Charging system, voltage drop and ripple test
8. Starter motor
9. Main power and earth circuits
10. Fuses
11. Scan tool/fault codes
12. Customer communication
13. Establish cost commitment to proceed

EFI work

1. Vehicle due for service
2. External drive belts
3. Timing belt, pulleys, tensioners
4. Spark plugs, ignition leads
5. Air and fuel filters
6. Fuel and vacuum hoses
7. Cabin filter
8. Engine degrease/clean
9. Injection service, on/off car
10. Inlet manifold/throttle body clean
11. Electronic test, scan tool/fault codes
12. Engine wiring, connections
13. Fuel and engine additives
14. Radiator, hoses and cooling system
15. Engine management reprogramming

Air Conditioning work

1. Vehicle due for service
2. Receiver drier/accumulator
3. Compressor, age and condition
4. Drive belts
5. Idlers/pulleys/tensioners
6. Hoses and pipes
7. Evaporator drain
8. Evaporator anti-bacterial service
9. Condenser fans, blockages
10. Cabin filter

11. Interior fan operation, speeds
12. Air distribution/vents
13. Heater operation
14. Engine degrease
15. Radiator, hoses and cooling system

Service work

1. Brakes
2. Brake/clutch fluid
3. Tyres, rotate and balance
4. Wheel alignment/balance
5. Air conditioning
6. Suspension
7. Coolant
8. Radiator and hoses
9. Stray voltage in coolant
10. Heater operation
11. Wiper blades/washers
12. External drive belts
13. Timing belt, pulleys, tensioners
14. Spark plugs, filters
15. Cabin filter
16. Engine degrease/clean
17. Fuel and vacuum hoses
18. Injection service, on/off car
19. Inlet manifold/throttle body clean
20. Electronic test, scan tool/fault codes

Electrical work

1. Vehicle due for service
2. Data fee
3. Scan tool/fault codes
4. Voltage drops, current drain
5. Drive belts (alternator)
6. Pulleys and tensioners
7. Spark plugs, filters
8. Cabin filter
9. Engine degrease/clean
10. Injection service, on/off car
11. Inlet manifold/throttle body clean
12. Air conditioning
13. Warning lights and dash
14. Radiator and hoses
15. Stray voltage in coolant