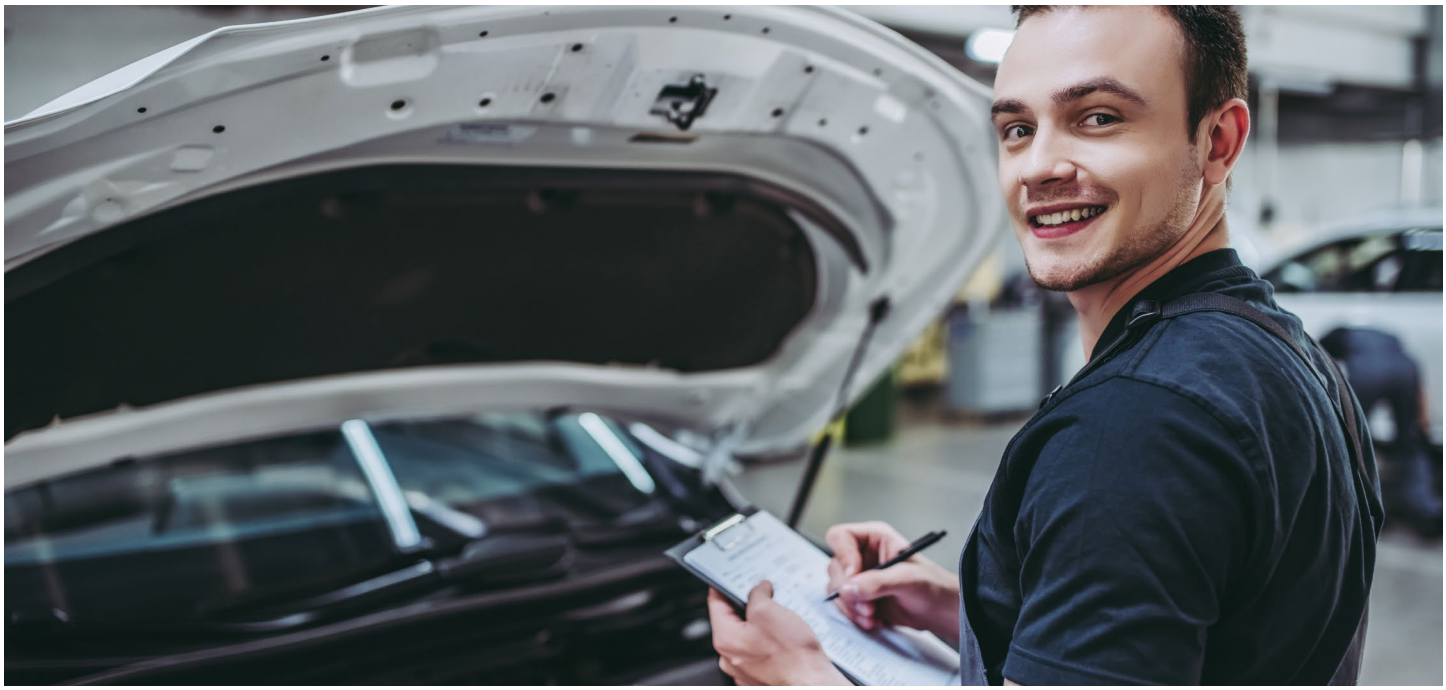
16 Step Vehicle Health Check



Under the Bonnet

Check Service Interval

- The first step is to check whether the vehicle is due for its routine service. Be sure to check the time interval as well as the distance the vehicle has travelled since its last service in order to make this determination. If the vehicle happens to be due for a service and the customer gives authority to go ahead, it is likely that you will conduct many of the following steps during routine servicing.

Check Oil Level & Condition

- Check the engine oil level to ensure it is not excessively low or high and also inspect its condition by checking whether there are any abnormalities with the colour or consistency of the engine oil. Don't be alarmed if the engine oil has turned dark, this just means it is doing its job, removing impurities from the engine. Remove the engine oil filler cap and check for any indications of coking or sludge that may require further investigation and treatment. Any irregularities may necessitate carrying out a vehicle service including filter replacement.

Conduct a Battery Test

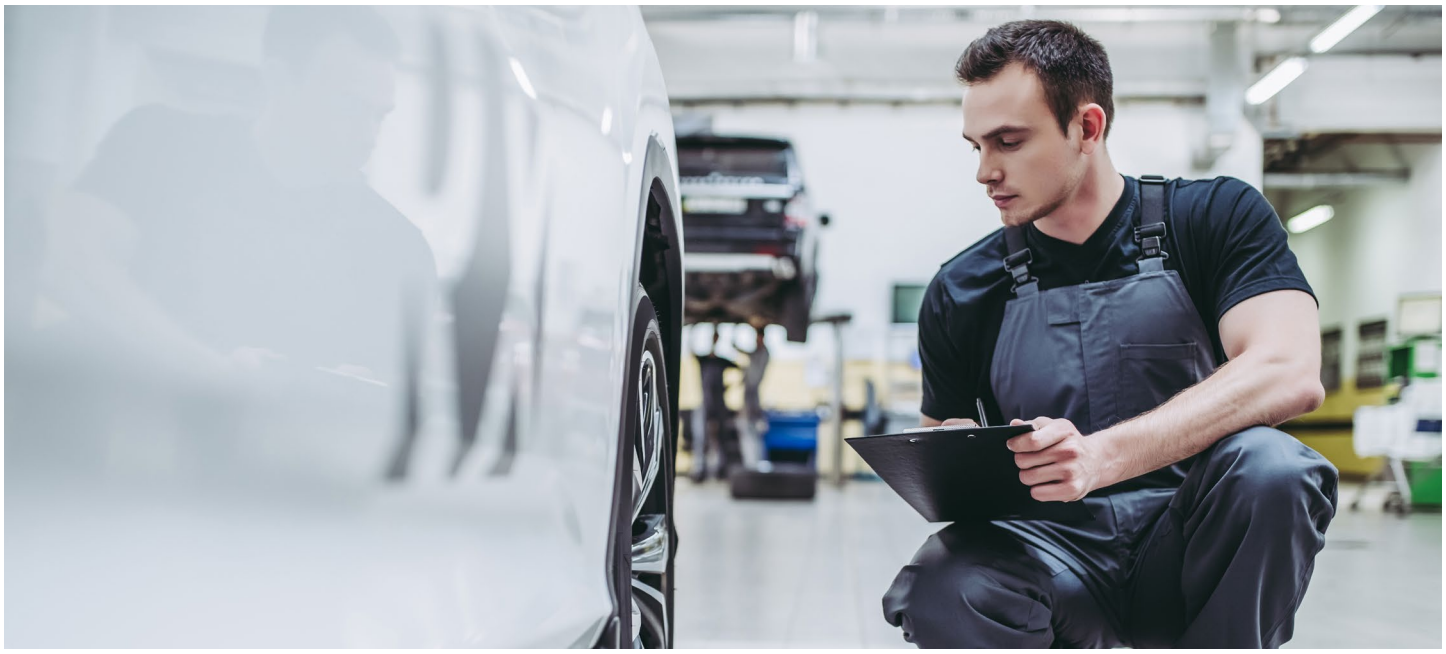
- Around 800,000 batteries are replaced annually by roadside assist clubs. How many of these failing batteries could have been detected and replaced at the vehicles last service? The average lead-acid battery life is 3.5 years so be sure to check the manufacture date where possible in conjunction with carrying out a battery test. Provide the customer with the test result, even if the battery is not faulty as this assures them that you have thoroughly checked over their vehicle.

Check Glow Plug/Spark Plug & Oxygen Sensor Operation

- Think further down the electrical system when it comes to starting and reliability. On diesel vehicles, ensure that the glow plugs are functioning correctly and are not due for replacement. Ask the customer if they have had any cold-starting difficulties that may be attributable to glow plug failure. If your customers vehicle is equipped with a petrol engine, ensure that the spark plugs are not due for replacement as well as ensuring that the oxygen sensors are functioning correctly. Conducting a diagnostic scan on the engine control module is an effective and 'hands-off' way of checking for DTC's and abnormal live data that may indicate an issue with these components.

Check Accessory Belt Drive System

- Given that 1 in 5 vehicles on the road currently require a new serpentine belt, take the time to thoroughly inspect your customers accessory belt drive system. Remember that a visual inspection alone is simply not enough; we need to ensure we are checking the belt condition using the correct tools. We also need to be sure to inspect all associated components including the belt tensioner, idlers, over-running pulleys and water pump as they are all vital links in the chain. If any component requires replacement, we recommend being system smart and considering a full system replacement to ensure future reliability. This is also an opportune time to check the timing belt/tensioner replacement interval where applicable.



Around or Under the Vehicle

Check Brakes

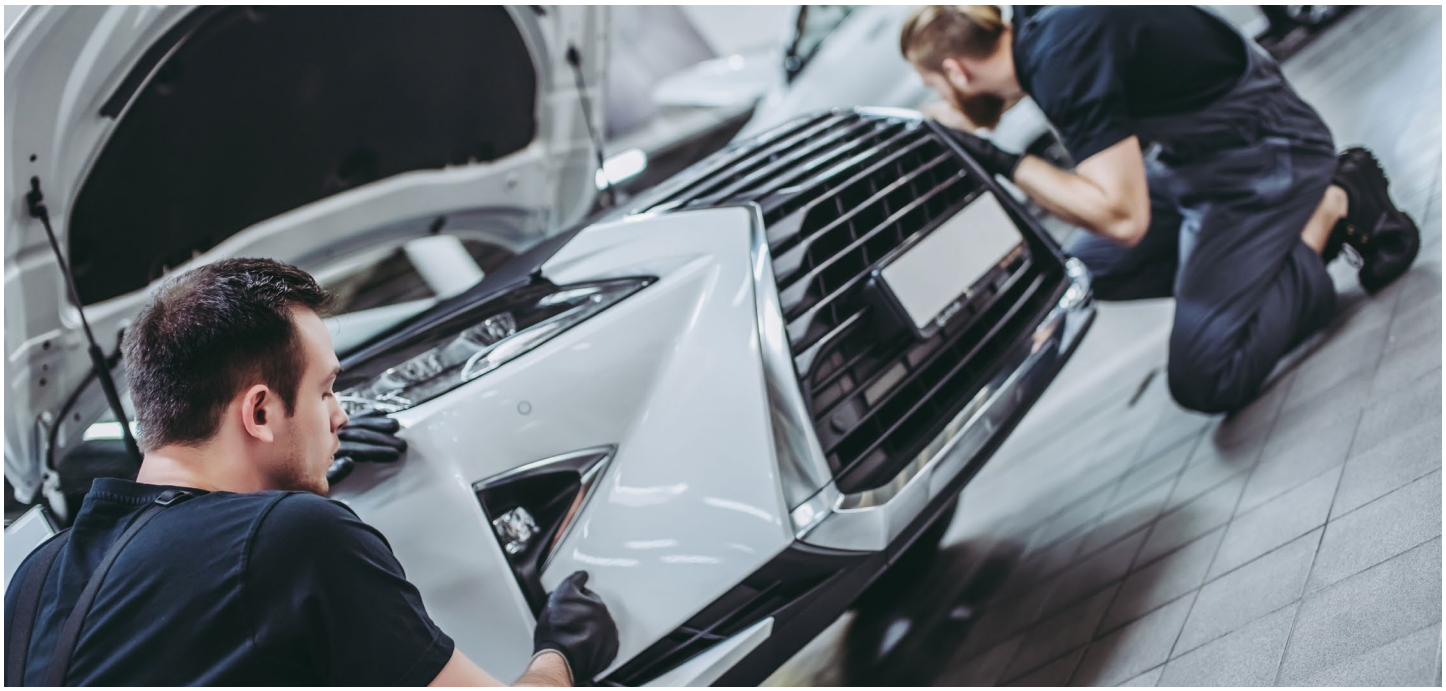
- In some parts of the country, we are driving our vehicles now more than ever, in others, they are sitting stagnant. Both circumstances call for an inspection of the braking system. Check the condition of the brake friction material as well as the brake discs. Is there excessive rust on the brake discs or an indication that the brake components may require lubrication from sitting idle? Is the brake fluid level and condition satisfactory? Whatever the case, the vehicle may require a brake inspection or service to ensure safe system operation. Communicate this with your customer as required.

Check Shock Absorbers

- It's true that many repairers only carry out a simple 'bounce test' and leak check to determine shock absorber serviceability. Given that just one worn shock absorber can increase a vehicle's stopping distance by up to 2 metres when travelling at 50km/hr, it's imperative that they are tested regularly (every 20,000km) and correctly using an electronic shock absorber tester or plate brake tester. Industry averages show that shock absorbers are replaced on around 8% of vehicles inspected, however many workshop averages are much lower than this at around 1%. This results in customers vehicles not being as safe as they could be as well as a missed opportunity for business growth.

Check Tyres

- Given that the equivalent of only one handprint of tread connects a vehicle's tyres to the road, tyre condition is of the utmost importance. Be sure to check not only the age, inflation pressure and tread depth of the vehicle's tyres, but also their tread wear patterns as this may reveal other issues with the steering and suspension system. While you are there, remember to check the spare so that you do not leave your customer stranded in a breakdown situation.



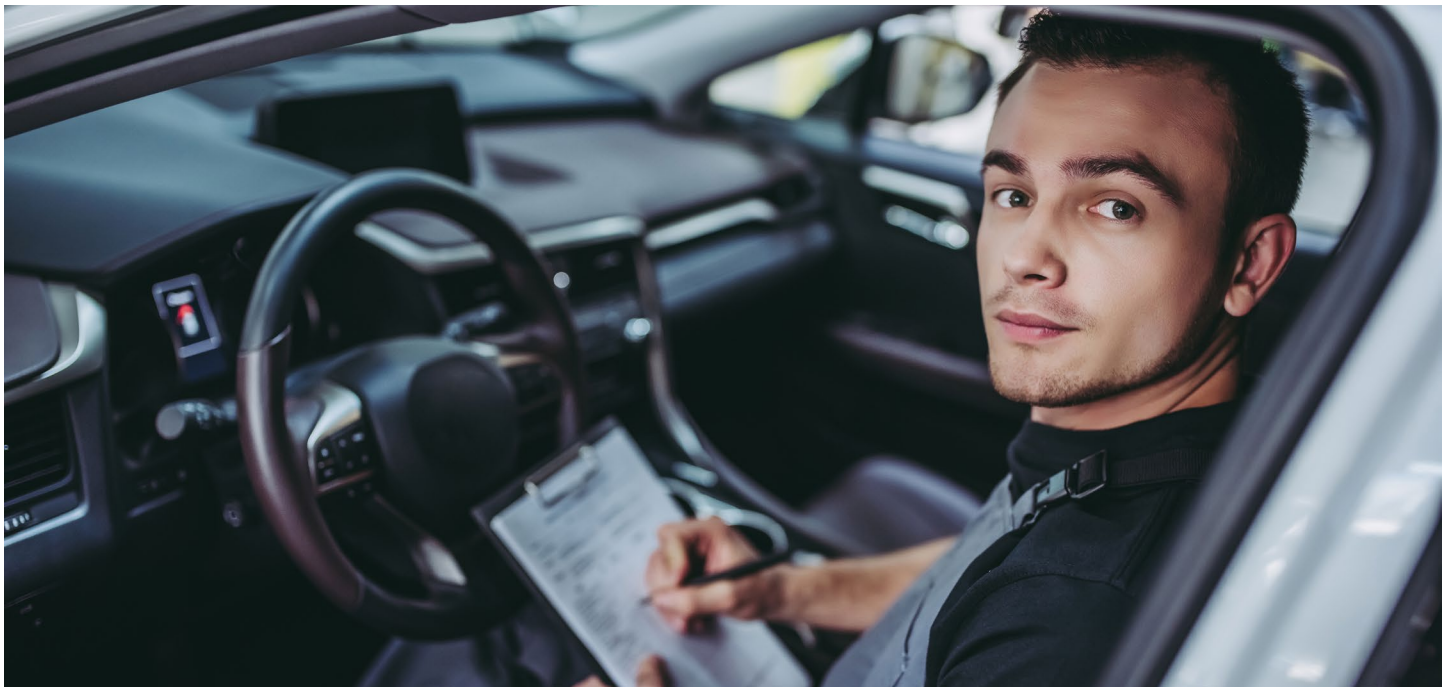
Outside the Vehicle

Check Lights

- Check that all lighting is operational, that the globes have not deteriorated and ensure that the customer's headlight globes are suitable for the type of driving they are doing. One of the easiest, fastest and most cost-effective ways to upgrade the lighting output of a customer's vehicle is to install performance headlamp globes. Many customers are unaware of the range of globe upgrade options that are available and are particularly surprised by the improvement they can make at night time as well as in poor weather conditions. Having correct, functional and quality lighting is imperative to road safety.

Check Wipers & Washers

- What use are all the above checks if the driver cannot see the road ahead of them? Ensure the vehicles washer bottle is topped up with a suitable washer additive and manually clean the windscreen and rear window of any contaminants. Operate both front and rear (where applicable) wipers and washers to ensure that the washers are operational and aimed correctly and that the wipers are wiping clearly and operating smoothly and quietly. If not, offer to replace your customer's wiper blades. It is not recommended to fit refills to existing wipers.



Inside the Vehicle

Check Cabin Air Filter

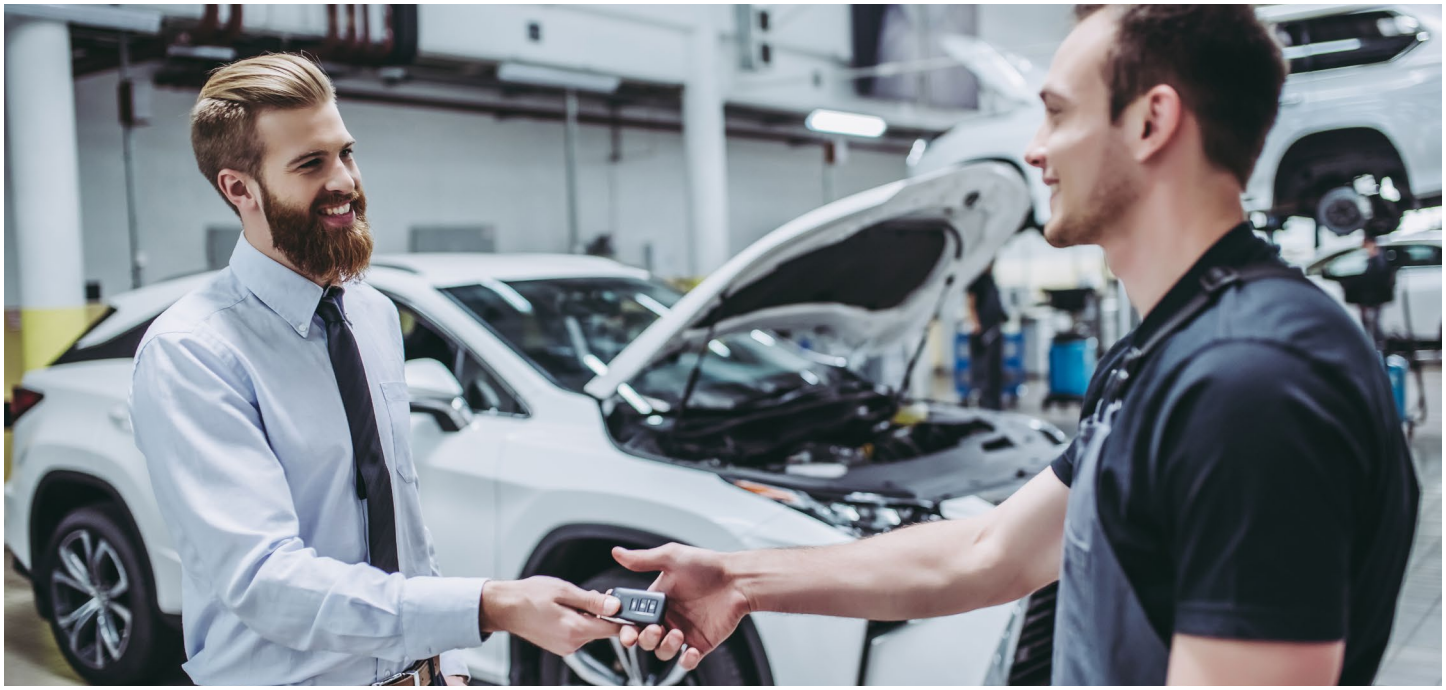
- Vehicle cabin air filters that reduce the number of harmful contaminants entering a vehicle are a component that is out of sight and often out of mind. Most of the time, vehicle owners are unaware of the presence of a cabin air filter, so the responsibility lies with the service technician to inspect and recommend replacement where appropriate. When confronted with a dirty cabin filter, most customers will elect for it to be replaced, especially at a time where respiratory health is firmly in the spotlight. You may also consider an air conditioning disinfectant treatment depending on the condition of the vehicles HVAC system.

Check Drivetrain

- While it may not be practical to raise a vehicle on a hoist during this inspection, a brief road test can often reveal tell-tale signs of problematic driveline components such as the clutch, driveshafts or transmission. When road testing listen out for unusual noises, clutch slip or shudder. Do your customers a favour and catch these problems early to help avoid or otherwise plan for costly repairs. This is also a great opportunity to pick up on any issues relating to driveability that may be caused by engine management components.

Clean & Disinfect

- On conclusion of the inspection, consider cleaning the common touchpoints of the vehicle including the steering wheel, gear lever, handbrake, seatbelt buckle and receiver as well as interior and exterior door handles. Be sure to advise your customer that you are taking these extra precautions to ensure their safety and wellbeing as this will no doubt be appreciated.



Customer Handover

Battery Maintenance

- If your customer is not going to be driving their vehicle frequently in the foreseeable future, you may want to consider offering them a battery maintenance charger that they can plug in at home to provide peace of mind that their vehicle's battery is being protected and will be ready to go next time they need to hit the road.

Fuel Stabiliser

- Another thing for our customers to be mindful of is potential damage to their vehicle's fuel system through the build-up of gum, polymers, sediment and water caused by stagnant fuel. Consider offering them a fuel stabiliser treatment to prevent potential long term damage. This is a relatively inexpensive preventative for your customer's petrol or diesel vehicle.

Paint protection

- Will your customer be leaving their vehicle out in the elements? Be sure to advise them of the damage bird droppings, tree sap and other environmental fallout can have on their vehicle's paintwork. Remind them to regularly wash and detail their vehicle or even consider a car cover.

This is not an exhaustive vehicle inspection or safety checklist and is not intended to replace any such procedure including but not limited to a vehicle safety check, pre-purchase inspection, service inspection, roadworthiness inspection or manufacturer log-book service inspection. This checklist is to be read and interpreted in conjunction with our Terms of Use.