

# 10 Steps of Professional Diagnostics



**Automotive Service Association®**  
**MEMBER**

*Education, patience, process  
and research deliver professional  
diagnostic solutions and a safe repair.*



1

Listen and document customer concerns to begin the process of testing, inspecting and repairing their vehicle.



2

A test drive verifies customer concerns and provides additional information.



3

Technicians attend system-specific training on a continuing basis.



4

Ongoing hands-on training enhances the expertise of technicians.



5

Advanced technical equipment is necessary to accurately analyze and repair today's vehicles.



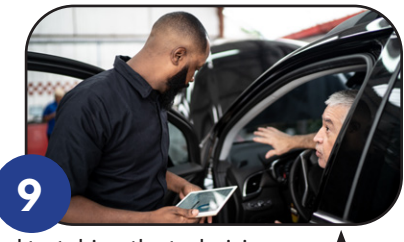
6

Electronic information systems, technical service bulletins and professionals forums are essential resources for successfully arriving at a solution to address the problem.



10

Completed repair order is reviewed, explained and signed by the customer. Key and vehicle are returned to the customer.



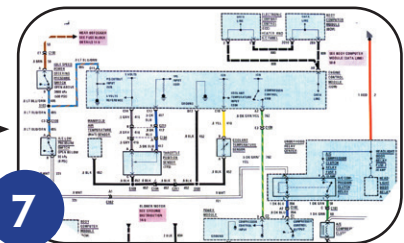
9

After final test drive, the technician confirms the repair was achieved and customer concerns were addressed.



8

Interaction with professional vehicle service information subscriptions is necessary for faster, accurate diagnosis.



7

Technicians must have an understanding of complex wiring diagrams and a working knowledge of computer-controlled systems.