

## Test Driving Procedure - Updated

1 Test drive every car before service except:

Wait bulbs. Wait wipers. Wait oil changes.

2 We must always be able to answer the question: "Did you notice this issue during the test drive before we worked on it?"

3 Recommended test-driving routes are located \_\_\_\_\_.

4 Clock on to the car before the test drive.

5 Install floor mats every time.

6 Use seat covers when appropriate.

7 Record the mileage before driving.

8 Avoid the following during test drives: Phone calls, texting, eating, drinking, smoking, radio use, or any other personal use.

9 Observe for and enter a note about anything abnormal noticed during the test drive, including things related and unrelated to the reasons the car is here for service. If something was not normal when the car was new, note it. Note every warning light that is on. Include a photo of the warning lights on.

10 Get the speed above 50 MPH, traffic and weather permitting.

11 Test drive on rough and smooth roads. See route map.

12 Test drive the car for at least two miles.

13 The test drive should be long enough to observe any non-intermittent specific symptoms for cars requiring testing or inspection.

14 When a significantly longer test drive is appropriate, discuss it with the manager to determine who will do the test drive.

15 If weather or other conditions prevent a proper test drive, discuss with the manager how to proceed. Wait for conditions to improve? Reschedule? Other?

16 Test drive every car again after service.

17 We must always be able to answer the question: "Did you notice this issue during the test drive after we worked on it?"

18 The same person who observed a symptom during an initial test drive should perform a test drive after service.

19 Record the mileage after completing the final test drive.

20 Note and record any new information observed during the final test drive.

21 Return all settings that may have been changed during service. Examples include seats, mirrors, headlights, wipers, etc.

22 Remove all floor mats and seat covers after the final test drive.

23 Inspect for cleanliness everywhere we may have contacted the car in and out, and clean as needed.

24 Immediately return the keys to the key box. Do not leave keys on toolboxes or anywhere other than in the keyboxes.

25 If a car will be returned to the customer without a needed test drive due to weather or other conditions, explain this to the customer. Add a note to the RO: “The test drive was cut short or not performed due to \_\_\_\_\_.”

**Copyright © 2003 - 2024 Automotive Management Network**