

## Skilton Truck Repairs Vehicle Diagnostic policy

### Understanding Vehicle Diagnostics

Vehicle diagnostics is a comprehensive process where we employ specialized equipment and expertise to identify and pinpoint any issues or malfunctions within your vehicle. This process is crucial not just for detecting obvious problems, but also for uncovering underlying or potential concerns that might lead to bigger issues in the future. Here's a brief overview of what's involved:

1. **Initial Consultation:** We first discuss any symptoms or problems you've observed. This helps guide our diagnostic approach.
2. **Computerized Diagnostic Scans:** Modern vehicles are equipped with a complex network of electronic systems and sensors. We plug into your vehicle's onboard computer to retrieve error codes and system messages that can hint at where problems might be located.
3. **Physical Inspection:** This involves visually and manually inspecting various components of the vehicle for signs of wear, damage, or malfunction. This can include everything from the engine and transmission to brakes and electrical systems.
4. **Performance Tests:** Depending on the symptoms, we may conduct specific tests to evaluate the functionality of certain systems. This can involve road tests, pressure tests, and other specialized procedures.
5. **Expert Analysis:** Once all data is collected, our skilled technicians analyze the results, cross-referencing with their extensive knowledge and experience to determine the root causes.
6. **Recommendations & Reporting:** After diagnosing, we'll provide you with a detailed report on our findings. This includes recommendations for necessary repairs or preventative maintenance.

In essence, vehicle diagnostics is a combination of advanced technology and skilled craftsmanship. Entrusting professionals with this task is essential, as it can save time, money, and potential future complications.

### What is the minimum diagnostic booking time?

Our minimum diagnostic booking time is 2 hours. This baseline allows us to ensure a thorough examination of your vehicle, even for what might initially seem like straightforward issues. Here's why:

1. **Initial Assessment:** Before diving into specific tests, our technicians conduct a preliminary evaluation of the reported issue, which involves understanding the problem based on your observations, checking for any immediate visible signs, and planning the subsequent steps of the diagnostic process.

2. **Advanced Diagnostics:** Modern vehicles are equipped with complex systems, and many issues might not manifest in obvious ways. Computerized scans, manual inspections, and specific functional tests take time, especially if we aim to be thorough and accurate.
3. **Accuracy Over Speed:** While we could conduct a quicker, more superficial check, this could lead to potential oversight or misdiagnosis. By dedicating a minimum of 2 hours, we're committing to a comprehensive approach that prioritizes the long-term health of your vehicle over a rushed analysis.
4. **Expert Consultation:** Often, our technicians will consult with one another, cross-referencing their experiences and knowledge to ensure that the diagnosis is as accurate as possible. This collaborative approach, while time-intensive, ensures that you get the best expertise.
5. **Communication:** We believe in keeping you informed. Part of our diagnostic time involves not just identifying the issue but also explaining it to you in a way that's clear and understandable, so you can make informed decisions about your vehicle.

While we set a minimum charge for 2 hours of diagnostics, certain complex issues may necessitate more time. Should this be the case, we will seek your approval for additional diagnostic time before proceeding. Please note, if we are unable to receive additional time or if you choose not to proceed further, you will still be charged for the diagnostic time spent, even if a conclusive result hasn't been reached

### **Will I be charged if no conclusive diagnosis is reached?**

Yes, you will still be charged.

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1. **Time & Expertise:** Diagnostics is not just about finding a specific problem; it's about meticulously examining the vehicle using our expertise, specialized tools, and technology. Even if a definitive issue isn't identified, our technicians have dedicated time and effort to analyze your vehicle comprehensively.
2. **Advanced Equipment Usage:** Modern diagnostic procedures often involve the use of advanced machinery and software that can detect issues or anomalies in a vehicle. Whether or not a conclusive problem is found, this equipment is employed, and its usage is factored into our diagnostic fee.
3. **Elimination Process:** Sometimes, the diagnostic process serves to rule out potential causes, even if a specific root problem isn't pinpointed immediately. This elimination process is vital in narrowing down potential issues and is a crucial step in vehicle diagnostics.
4. **Value of Professional Insight:** Our trained professionals provide insights based on their years of experience, even if they don't identify a single conclusive issue. Their evaluations and recommendations, which might guide future maintenance or checks, offer value in and of themselves.

5. **Operational Costs:** Like any service, vehicle diagnostics involves overheads — from the maintenance of our facilities and equipment to the continuous training of our staff. These costs are factored into our diagnostic charges.

In essence, the diagnostic fee reflects not just the result but the entire process, expertise, and resources utilized to examine your vehicle. We're committed to offering you the best service possible, and sometimes that involves deep and extensive checks that take time, even if they don't yield an immediate or clear-cut answer.

### **Even though I've conducted my own inspections, will you need to re-examine those areas?**

Yes, we will. Here's the reasoning behind our approach:

1. **Consistency in Diagnostics:** While we value and take into consideration the checks you've performed, we have a standardized diagnostic procedure to ensure thoroughness and accuracy. This consistency is crucial in avoiding any oversights.
2. **Professional Tools & Expertise:** Our technicians use specialized tools and have extensive training to detect nuances or signs that might be overlooked during a general inspection. This expertise ensures a more in-depth and accurate diagnostic process.
3. **Liability & Warranty:** For the sake of warranty claims and ensuring the quality of our service, we need to verify all aspects of the vehicle firsthand. This ensures we're fully accountable for any recommendations or repairs we suggest.
4. **Comprehensive Understanding:** By re-examining even the areas you've checked, we get a complete picture of the vehicle's condition. This holistic understanding can sometimes highlight interconnected issues or provide insights that might be missed when considering problems in isolation.
5. **Safety & Quality Assurance:** Your safety and the reliability of your vehicle are paramount. By double-checking, we aim to guarantee that no stone is left unturned and that the vehicle's integrity is upheld.

It's imperative to understand that, while we acknowledge the efforts you've undertaken, our decision to conduct a thorough re-examination stems from an unwavering dedication to safety, excellence, and maintaining the utmost standards of service.

## Unanticipated Repairs

At Skilton Truck Repairs, we prioritize thorough diagnostics to identify and resolve the issues affecting your vehicle. However, it is important for our customers to understand that vehicle diagnostics and repairs can be complex and sometimes resolving one issue may unveil another underlying issue that wasn't apparent initially.

For example, a vehicle may be brought in with spongy brakes. Upon inspection, a leaking brake calliper seal may be identified as the culprit. After repairing the seal, the brakes might still exhibit sponginess, necessitating further investigation and possibly revealing another issue such as air entering the brake lines or a faulty master cylinder.

In such cases, the time and cost to diagnose and fix the newly discovered issue will be over and above the initial estimate. We want to ensure our customers are well informed about such possibilities upfront.

### Key Points:

1. **Transparent Communication:** We will explain the diagnostic process, potential findings, and provide an initial estimate based on the identified issues.
2. **Customer Approval:** Any additional findings requiring extra time or cost will be communicated to the customer for approval before proceeding with further diagnostics or repairs.
3. **Phased Approach:** Where possible, we will adopt a phased approach to repairs, addressing the most critical or apparent issues first, then reassessing.
4. **Education:** We endeavour to educate our customers about the complexities involved in vehicle diagnostics and repairs, ensuring they have realistic expectations from the onset.
5. **Documentation:** A detailed report of the diagnostic findings, repairs done, and any recommended further actions will be provided.
6. **Follow-up:** Post-repair, we offer a follow-up check to ensure the effectiveness of the repairs and customer satisfaction.

By engaging Skilton Truck Repairs for your vehicle's diagnostics and repairs, you are acknowledging and agreeing to the possibility that further issues may be discovered during the repair process which may necessitate additional time and cost to resolve.

**Customer Agreement to Estimate and Diagnostic Terms**

By signing below, I acknowledge that I have read, understood, and agree to the terms outlined in the provided estimate by Skilton Truck Repairs. I understand and agree to the estimate price. I am also aware that if additional work is required, resulting in an increase of more than 10% of the initial estimate, it will be quoted separately and no further work will commence without my prior approval.

I understand that sometimes resolving one issue may unveil another underlying issue, necessitating further diagnostics and possibly additional repairs which may incur extra costs.

Furthermore, I acknowledge and agree to Skilton Truck Repair's diagnostic policy. I understand the comprehensive nature of vehicle diagnostics, the minimum diagnostic booking time of 2 hours, and the reasons I will be charged even if no conclusive diagnosis is reached. I also recognize the need for Skilton Truck Repairs to re-examine areas of the vehicle, even if I've conducted my own inspections, for consistency, professionalism, liability, understanding, safety, and quality assurance.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_