

DNA KIT - DIAGNOSTIC NEEDS ANALYSIS

Diagnostic Needs Analysis builds customer retention & loyalty by identifying service recommendations and communicating those needs to your customer in a clear, concise and scientific manner.

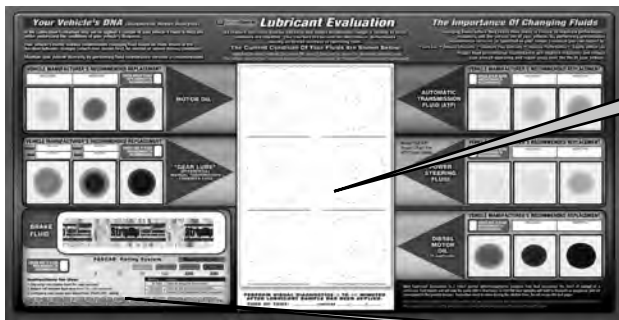
INSTRUCTIONS & TEST PROCEDURES

A) **Back Page:**

Fill in the Customer / Date & Vehicle Information including the License Tag, VIN, Reason for Visit, etc.

B) **Lubricant Evaluation Sheet:**

Sample each fluid. The following sequence will optimize performance:



1. Open and spread out the lubricant test panels for fluid sampling & testing.
2. Place a drop of each fluid on the sample pad using the dipstick associated with each fluid (oil, power steering, transmission).
3. Brake Fluid - Remove the test strip from the foil package, dip it in brake fluid and compare it to the FASCAR Rating System.

NOTE: The Results must be compared to the color charts within the allotted time limits (5 to 45 mins). After that time the test images will continue to develop and no longer correlate to the chart.

The fluid samples are for visual reference only and therefore the check box and need for fluid change should be determined by comparing time & mileage to the OE scheduled maintenance recommendations.

NOTE: For Type F Power Steering Fluids use the Automatic Transmission Fluid (ATF) comparison chart for the evaluation.

C) **Antifreeze / Coolant Test:**



1. Open the end of the foil pack for the Antifreeze / Coolant Test, remove the dip-strip.
2. Dip test-strip into coolant sample (below 100° F/ 43°C) **for 2-seconds**. Remove and shake briskly once to remove excess coolant.
3. **Wait 40-seconds** then compare the end-pad color to the FP/BP (Freeze Point / Boil Point) chart. Use the Red chart (For RED Coolants) and use the Green chart (For ALL Others) color fluids. Ideally the Coolant should be a 50/50 mix. If coolant-to-water ratio is less than 40% or greater than 60%, service is suggested. **Perform the next steps within 30 seconds.**
4. Compare the middle-pad color to RA (Reserve Alkalinity) color chart. If the color is 6.6 or greater, the coolant is GOOD except when it fails the coolant-to-water ratio test in bullet # 3
5. If the pad's color is less than 6.6, then go to step 3 for a final evaluation.
6. Compare pad's color closest to the strip handle to the pH color chart. If the pad's color is below 6.5 or 11 or above, service is recommended.
7. Check off the coolants condition and return the dip strip to the foil wrapper.

NOTE: The dip-strip pad colors must be compared to the color charts within the time allotted above. After that time the pad colors will change and cannot be used for an evaluation.

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D) Fill in the MANUFACTURER'S SUGGESTED MAINTENANCE SCHEDULE for each of the fluids.

E) **Battery Test:**



1. Hook up the Battery Tester and start performance test.
2. When the test is complete peel off & remove the adhesive cover. Attach the printout to the Battery Test section.

F) **Fuel Injection Test:**



1. Remove the housing for the throttle intake.
2. Swab around the intake for varnishes, gunk and carbon deposits.
3. Place the swab back into its holder for evaluation.

G) **Visual Inspection:**

Complete the visual inspection & check-off the condition of each item.



1. Belts
2. Wiper Blades
3. Cabin Air Filter
4. Hoses
5. Cabin Air Filter
6. Exterior Lights

NOTE: If an item was not inspected, do not check-off the condition.

I) **Final Step:**

Review the results of each item with your customer. Help them to schedule needed services and to develop a regular preventative maintenance program.