

Before the keys change hands

A simple record for the symptom and the first diagnostic conversation. This is not a technical diagnosis or a substitute for safe inspection.

1 / DESCRIBE WHAT IS ACTUALLY HAPPENING

Vehicle / year / make / model / mileage:

Complaint in my words:

When it happens (cold, hot, speed, weather, braking, turning):

Warning lights / noises / recent repairs / jump-starts:

2 / WHAT INITIAL INFORMATION WAS RECORDED?

Scan codes / freeze-frame saved (if available):

Battery, charging and grounds checked when relevant:

Battery test setup: type, label rating, charge/rest, temperature:

3 / DIAGNOSTIC WORK TO AUTHORIZE

What the initial fee includes:

Additional test time / estimate limit / authorization method:

Reminder: A code reader gives clues. A written test result should show why a repair is recommended. A reasonable diagnostic charge may be appropriate.

Before you approve the repair

Use these questions naturally. You do not have to ask every one; focus on the uncertainty or expense that matters most.

4 / NINE QUESTIONS YOU CAN ASK

- ☐ Was my complaint reproduced, and under what conditions?
- ☐ Is the scan a starting point, or has a cause been confirmed?
- ☐ What were the codes and important supporting measurements?
- ☐ Were basic power, battery and ground conditions checked if relevant?
- ☐ Which test supports this part or repair? What else was ruled out?
- ☐ Which items are confirmed, recommended or still uncertain?
- ☐ May I see the findings, measurements or technician notes?
- ☐ What parts, labor, diagnostic fees and warranty are included?
- ☐ What post-repair check will confirm the complaint is resolved?

5 / CAPTURE THE DECISION

Confirmed finding and supporting test:

Authorized work / price / approval time:

After-repair verification / remaining concerns:

For complex or expensive repairs, consider a second opinion.

Safety first: If the vehicle has serious brake, steering, overheating or other immediate hazards, stop using it and seek qualified help. Rules on estimates and approval vary by location.