

Animation Worksheet: Eight-Step Diagnostic Procedure

Name: _____ Date: _____

1. performed _____.
2. The first step of the diagnostic process is to _____ and _____ the customer's concern.
3. Step two involves performing a thorough _____ inspection of the vehicle.
4. During the visual inspection, technicians should check that the battery _____ is sufficient and all connections are clean and tight.
5. Step three is to conduct a _____ search, which includes checking for bulletins, recalls, and software updates.
6. Step four requires using a _____ to check for diagnostic trouble codes (DTCs).
7. In step five, technicians should review _____ and failure records information if it has been stored.
8. Step six involves reviewing scan tool _____ to help narrow down the problem to a specific system.
9. Once the root cause is identified in step seven, the technician should _____ the cause and perform the necessary _____.
10. The final step of the diagnostic process is to _____ the repair, which may include road testing the vehicle.