



Clive Atthowe Tuning

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Intermittent & Driveability faults \ Diagnostic Testing Explanation & Policy

Many of the problems we face with today's high-tech vehicles are of an intermittent nature. That is, even though you are experiencing problems with your vehicle, the problems may not reveal themselves during the course of our diagnostic testing process. An intermittent problem will be difficult to diagnose even with our approved test procedures, advanced training, state of the art equipment, up to date factory information.

Our policy when approaching vehicles with intermittent and driveability problems is to select a series testing procedures most likely to reveal the source of your concern, based on the information that you provide, technical information available, and our experience. If the first series of tests do not find a solution, another level of diagnostic testing procedures will be required.

Today's complex vehicles have layers of technology and often times we find that identifying the cause of a problem and repairing it may make symptoms disappear or lessen initially, only to return or clear the way to identify previously hidden symptoms. Sometimes several layers of repair may be required to get all of the systems synchronised and operating properly.

This process may involve multiple appointments or may necessitate keeping your vehicle in our workshop for an extended period of time. We will always contact you before we implement an additional series of tests or move to another layer of repair to make sure you are committed to pursuing a solution. **As the owner of the vehicle, you also own its problems.** At times you will have to decide if you want us to continue pursuing the source of the problem as all of the diagnostic testing and repair costs are your responsibility.

As you can imagine, this process can get expensive as it requires the skills of top level technicians, complicated and sophisticated test equipment, and other valuable resources. We often have to access connectors or electrical components in in hard-to-get-to places such as under the dash or behind covers or panels.

Since you end up paying the invoice, it will be to your advantage to provide us with as much information as possible about the problems you are experiencing with your vehicle. (Please complete our customer fault conditions survey) . As we proceed with our diagnostic testing procedures we will need to be able to contact you without delay when we have a question or need approval.

We are proud of our established reputation and ability to solve some of the most challenging and complex problems with today's vehicles. Our success and customer satisfaction ratings are well above industry averages (98% Bosch car service rating).

Our entire technical team is committed to properly diagnosing and repairing your vehicle in a timely and cost-efficient manner.

Thank you for trusting us with your automotive problems. We hope to have you safely on the road quickly!

Respectfully, The staff of Clive Atthowe Tuning

Customer signature

_____date_____