

Diagnostics on Wheels Programming Agreement 2016

- 1) Hours are Monday thru Friday 8:00 AM to 6:00 PM. After hours service is available for an extra charge.
- 2) We do not service Heavy Duty Trucks.
- 3) Our vehicles run constantly and are routed to cover the shortest distance. Rapid response or scheduled day/time appointments are available for an additional charge.
- 4) Customers will be called before a trip is started to their location to allow the vehicle to be prepared or to cancel the appointment.
- 5) The following conditions must be met. Failure to do so will result in wait time or trip charges:
 - a) Vehicle battery must be in good condition and fully charged with clean and tight connections.
 - b) The vehicle must be positioned within 25 feet of a 3-prong electrical outlet in good repair.
 - c) Our service vehicle must remain parked within 25 feet of the vehicle being programmed at all times.
 - d) The original module must be present and communicating to retrieve information.
 - e) All modules must be within a temperature range 32 to 104 degrees F. Passenger seat weight systems require temperature be maintained between 40 and 90 degrees F. for 4 hours before programming.
 - f) Immobilizer systems may require a minimum number of keys, new keys or all the vehicle keys to be present for programming. Cloned keys do not count toward the required minimum keys.
 - g) Remote keyless entry fobs are required to be present and tested with the old module for operation.
 - h) TPMS sensors will need to be operational to complete certain body module programming.
 - i) Modules must be communicating.
- 6) Diagnostics are not part of any programming procedure.
- 7) Schedule of Charges
 - a) Programming: \$135.00 for the first module or module group for Domestic and most Asian vehicles. Additional modules are \$25.00 during the same visit on the same vehicle. Immobilizer access adds \$5.00. Korean and European vehicles will also be quoted while confirming appointment but rates start at \$160.00. Nissan Blank module programming starts at \$170.00. Discounts are offered for cash, company check and volume of service. Vehicles that are module recovery, flood, rebuilt or modified are \$130.00 per hour with a \$160.00 minimum charge. These type vehicles are only accepted with prior notice.
 - b) Trip Charges: \$90.00 when no equipment is attached. \$ 110.00 if equipment is hooked to the vehicle.
 - c) Wait time exceeding 10 minutes is billed at \$2.00 per minute.
 - d) Returned check fee: \$30.00 if customer authorizes a second run of the check an additional \$30.00 charge will apply. Checks not paid in 72 hours will result in PERMANENT loss of service.
 - e) All sales are final. No refunds.

Diagnostics on Wheels Inc. reserves the right to verbally modify or terminate this agreement at any time. Diagnostics on Wheels is not responsible for programming failures caused by customer provided equipment.

Shop Name _____ Address _____

City _____ State _____ Zip Code _____ Phone _____ Fax _____

Shop Email _____

The undersigned agrees to the terms outlined above and authorizes Diagnostics on Wheels, Inc. to perform these services with verbal authorization. Payment is due in full at the time the services are rendered.

Print Name _____ Position _____

Signature _____ Date _____