

Diagnostics on Wheels, Inc.
Fixed Rate Diagnostic Agreement 2016

- 1) Appointments. Hours are Monday thru Friday 8:00 AM to 6:00 PM. No Medium or heavy duty trucks.
- 2) Appointments are queued in the order they are received.
- 3) Vehicle programming takes priority over Diagnostics.
- 4) In order to be eligible for a diagnostic appointment you must have done at least \$500.00 worth of business within the last 12 months with Diagnostics On Wheels Inc.
- 5) Quick and accurate diagnosis requires proper preparation prior to our arrival. To aid in our diagnosis we expect the following:
 - a) Fuel level needs to be maintained between 30 and 70 percent to prevent test disabling.
 - b) All fluid levels are expected to be checked and brought to safe operating levels as necessary. Damage occurring due to improper fluid levels is the customer's responsibility.
 - c) Vehicles are required to have all safety and operational items in good working condition. This includes license plates and inspection stickers.
 - d) All vehicles presented for diagnosis must not have had the trouble codes cleared.
 - e) Our service vehicle must be parked within 25 feet of vehicle being serviced.
 - f) Vehicle needs to be in a clean work area that is protected from the weather.
 - g) Certain problems will require the vehicle to be on a lift. Due to insurance requirements our employees are not allowed to "rack" vehicles.

5) Schedule of Charges

- a) The current Fixed Rate Diagnostic Fee is \$270.00 credit card. Discounts are offered for cash, company check and volume of service. This fee includes return trips if necessary. This fee will provide you with diagnostics down to the component or wire. If you would like wire tracing to be performed additional fees will apply. This diagnostic fee is limited to 5 components or 10 trouble codes. There will be an additional charge assessed for return trips under the following conditions: repairs not completely performed, defective/substandard components installed and incorrectly performed repairs.
- b) Vehicles that are Pre-OBD II, Flood, rebuilt, modified or have network communication issues are not covered by this agreement
- c) Trip Charges: \$90.00 when no equipment is attached.
- d) Wait time exceeding 10 minutes is billed at \$2.00 per minute.
- e) Programming is not included in this agreement.
- f) 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.

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 _____