

Diagnostics on Wheels, Inc.

2020 Service Agreement

Hours are Monday thru Friday 8:00 AM to 6:00 PM. We service Automobiles and Light Duty Trucks only. Our vehicles run constantly and are routed to maximize efficiency. Rapid response (which includes vehicles added after arrival) and 2 hour window appointments are available at an additional charge. We will call before starting to your shop to verify readiness or to cancel the appointment. If you don't answer we will not come. The following conditions must be met. Failure to do so will result in wait time charges, trip charges, loss of discount or termination of this service agreement at our discretion:

- Battery must be in good condition, fully charged (min. 12.1 volts) with clean/tight connections.
- Vehicle must be within 25 feet of a 3-prong electrical outlet in good repair. No reel cords.
- Our service vehicle must be parked within 25 feet of the vehicle being programmed at all times.
- Original module must be installed and communicating to retrieve information. Vehicle must be in shade, all modules must be within a temperature range 32 to 104 deg. F. Occupant detection systems require temperature to be between 40 and 90 deg. F. for 4 hours to program.
- Immobilizer systems can 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.
- Certain modules require RKE fobs and TPMS sensors to complete programming. It is the customer's responsibility to verify RKE fobs and TPMS are present and functional.

Diagnostics are not part of any programming procedure and are run on a separate schedule. Diagnostics are billed at \$155.00 per hour with a 2 hour minimum charge. Charges will be quoted at the time of each service call. Quoted prices do not include extended relearn procedures normally done by repair facilities. Some vehicles may require special programming procedures that can't be identified until vehicle connection due to recall or special service bulletins which will incur additional charges. Additional modules may be programmed at a reduced rate. We are not responsible for failure of used module programming. Immobilizer functions and advanced immobilizer programming is at an additional cost. Discounts are offered for volume of service and on return trips. Vehicles that are module recovery, programmed prior to our visit, flood, rebuilt or modified are \$155.00 per hour with a \$185.00 first hour charge. These types of vehicles are only accepted with prior notice. Failure to notify us in advance WILL result in additional charges, refusal of service with a trip charge and/or termination of this agreement. There will be a \$125.00 or higher trip charge even if no service is performed. Wait time is billed at \$2.60 per minute. We are not responsible for damage caused by customer provided equipment or utilities.

Returned check fee: \$36.00. If customer authorizes a second run of the check an additional \$36.00 charge will apply. Checks not paid in 72 hours will result in PERMANENT loss of service. 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, Inc. is not responsible for programming failures caused by customer provided equipment, loss of power programmers during programming or programming failures due to previously installed modules/equipment.

Shop Name _____ Phone _____
Address _____ Fax _____
City _____ Zip Code _____
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 _____ Signature _____

Position _____ Date _____