

HOOD TECH





How to identify each of the following engine fluids:


Engine Oil

Transmission Fluid

Power Steering Fluid



Brake Fluid


Coolant

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- **Engine Oil:** Light brown to black.
 - **Transmission Fluid:** Reddish and thin **or** brown and thick.
 - **Power Steering Fluid:** Reddish or light brown and thin.
 - **Brake Fluid:** Clear to brown in color, slick to the touch.
 - **Coolant:** Yellow, green, or pink and slimy to touch. Sweet smelling.



**What is E-PSF and do
we add to it?**

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- Electric power steering fluid.
 - We will not add to this. Our universal power steering fluid does not cover E-PSF.



**Who is responsible for
raising the hood and
taking the cap off?**

The Pit Tech





**What is the first thing
a Hood Tech fills/
checks?**

The washer fluid reservoir and they then move across the hood.



**What should you do if
a vehicle arrives
without an oil cap?**



In order for us to service a vehicle, it must have an oil cap.
Your options in this scenario are:

- Customer can leave, purchase an oil cap, and come back with the new cap

- If customer refuses the option above, politely refuse service on the vehicle




**What should you do if
a vehicle arrives
without an air filter?**




Notify the Service Writer tech immediately.

The Service Writer will explain to the customer that without an air filter, unfiltered air and debris are being allowed to enter the engine. We can replace the air filter if we carry it. If we either do not carry it or it's not in stock, and the customer chooses to pick one up on their own and bring it back to us, we will install it for them free of charge. The Service Writer make a public comment on the invoice explaining the situation.





**Why is it important to
relay any and all out of
line conditions to the
Service Writer?**


Any out of line condition could become a potential claim. If we do not comment these on the invoice, as to determine the condition was pre-existing on arrival, we could be held liable.





**What to do if you misplace
and cannot locate a
customer's oil cap?**




Explain the situation to the customer. Apologize for the inconvenience and immediately purchase a new oil cap from O'Reilly's or AutoZone Pro.



**What do you do if a
pressurized oil line
(oil gun line) bursts?**



Have someone contain the leak as best as possible and get to the air compressor. Located near the top of the compressor is a shut off valve (each shop is different). Shutting this valve will cut off the flow of air to the oil line.



When checking and adding to fluids, best practice is to fill the reservoir to where?

The full or max line



What is blue squirt?

A concentrated windshield cleaner



**Does blue squirt
contain anti-freeze
agents?**

No





**Before checking
an air filter, what
should you look for?**

Torn hoses, cracked filter housing, or any other damage





**Why don't we
clean out air filters?**


We risk damaging the filter if we clean it out.



**Why do we check the
air filter every time?**



Showing the air filter to the customer builds trust. If we show a clean air filter to a customer and let them know it is clean, then once it gets dirty they may see the difference and trust our recommendation to replace it.





**When reinstalling an
air filter, what should
you look for before
moving on?**


- Make sure all vacuum lines are attached
- Make sure all screws are back in place
- Make sure all sensors are plugged back in



**Why do we not add
to brake fluid?**





In most cases, brake fluid is low due to worn pads or a leak in the system.



How does Take 5 identify batteries? (3 Types)

Detail all 3 and give scenarios.

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- **Full** – Battery water was full
 - **Filled** – We filled the battery water level
 - **N/A** – Not able to check the water level, has “do not pry” on vent or caps, or battery is not located under the hood
 - **Maintenance Free** – Maintenance free will be written on the battery




**Where should you
never put an oil bucket
or any other tool?**

- **On the floor**
(safety hazard)
- **On the customer's vehicle**
(impolite and could scratch/dent vehicle)




**When does the Hood
Tech pour the oil?**

Once the Pit Tech calls out, "Plug tight, ready for oil, bay (#)."



**Why can oil not be
accurately read on a
3.5 liter Nissan engine?**

The dipstick goes directly into the engine block.



**What must you
ALWAYS do as soon as
you drop the hood at
the end of the service?**

Physically pull up on the hood to make sure it latched! An unlatched hood can fly up and cause the driver to crash.

- We want to keep our customers SAFE.
- Damage from an unlatched hood can lead to a \$5,000+ claim, assuming the driver was lucky enough to live through the accident.

Ensure there are no hand prints on the hood. If you see any, wipe them off with a clean microfiber cloth.