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ⓘ When printing, select pages 2-3 to print only  
the Process Sheet/Certification Checklist.

## General Information

TOPIC	INFORMATION
Cautions	<p>⚠ <b>Service Interruption:</b> If at any time service cannot be completed due to a service failure or interrupted service, topside and bottomside technicians must immediately go to second checks and close the pit covers.</p> <p>✓ <b>ALWAYS</b></p> <ul style="list-style-type: none"><li>⚠ Ensure the engine hood has proper clearance before raising the hood and starting the service.</li><li>⚠ Use the proper lift plates, pads, and axle adapters.</li><li>⚠ Confirm the vehicle is under the maximum lift capacity.</li><li>⚠ Ensure the guest is out of the vehicle. Escort them to the waiting room area and point out floor openings and trip hazards along the way.</li></ul> <p>✗ <b>NEVER</b></p> <ul style="list-style-type: none"><li>⚠ Lift a vehicle with the guest inside.</li><li>⚠ Position the jacks during the oil change.</li><li>⚠ Place your hands on or in between the scissors.</li><li>⚠ Lift the vehicle with the emergency brake engaged or from the tie rod end.</li><li>⚠ Continue to lift a vehicle if it becomes unstable.</li></ul>
Callouts	<p>💬 All callouts must be loud and clear for other technicians to hear – without startling guests.</p>
Service Guidelines	<ul style="list-style-type: none"><li>✗ Complete the oil change and show the guest the oil level before performing the service.</li><li>✗ No other services may be performed while performing a tire rotation.</li><li>✗ Second checks are to be completed before closing the engine hood once all services are complete. (The bottomside technician may leave the pit cover open during topside seconds if a tire rotation is to be immediately performed).</li><li>✗ The pit opening must be covered completely. Either by the vehicle or the pit cover. There must be no opening either in front of or behind the vehicle.</li><li>✗ Confirm that the vehicle is under the approved weight for your lift. Refer to the Gross Vehicle Weight Rating (GVWR) on the vehicle's door placard if needed.</li></ul>
Equipment Maintenance	<ul style="list-style-type: none"><li>✗ To ensure the tire rotation tools and equipment are safe and effective, the following maintenance items must be inspected.<ul style="list-style-type: none"><li>○ Inspect and maintain all lifting equipment and safety locks as required by the manufacturer.</li><li>○ Verify the top bolts on extension arms are securely fastened before beginning the lift procedure.</li></ul></li></ul>

CATEGORY	STEP	
Tools & Equipment	<b>Tools</b> <ul style="list-style-type: none"> <li>NA</li> </ul>	<b>Equipment</b> <ul style="list-style-type: none"> <li>Extension arms</li> <li>Lift plates, pads, axel adapters</li> </ul> <p><b> ⓘ Some tools and equipment may vary by Franchise system.</b></p>
<p><b> ⓘ Before beginning this procedure, you must familiarize yourself with the controls and acceptable lift points for your service center's bottomside lift style.</b></p>		
	<b>Stan and Devon Design Pit Jack Instructions</b> Click image to open instructions.  	<b>Norco Rolling Lift Bridge Instructions</b> Click image to open instructions. 
	<b>AC Hydraulic Lift Instructions</b> 	
<b>Required PPE:</b> <input checked="" type="checkbox"/> Safety glasses <input checked="" type="checkbox"/> Safety gloves <input type="checkbox"/> Burn gloves <input checked="" type="checkbox"/> Bump cap <input type="checkbox"/> None <b> ⓘ PPE noted is required for company locations. Franchise locations should consult their franchisee for requirements.</b>		
Pre-Service	1	Verify the guest is out of the vehicle.
	2	Ensure the engine hood is up.  ✖ The hood is required to be up when performing any service.
	3	Ensure the vehicle is centered over the pit opening and the emergency brake is disengaged.
	4	Identify the lift points according to the type of lift you are using and the type of vehicle you are lifting.  💬 CALL OUT: "Double Check, Bay #!" if you are unsure where to lift a vehicle.
	5	Move the FRONT jack into position beneath the front lift points.  ✖ ALWAYS lift the FRONT of the vehicle first.
	6	Position the lift pads properly according to the type of lift you are using and how the vehicle will be lifted.
	7	Connect the airline to the lift.
Lift Vehicle	8	<b>💬 CALL OUT: "Clear to lift, Bay #!"</b> <ul style="list-style-type: none"> <li>Listen for the bottomside technician to respond with "Clear!"</li> </ul>
	9	Position your hands properly on the controls, ensuring your hands are free from any moving parts.

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CATEGORY	STEP
	<p>10 Raise lift until just before contact is made with the vehicle, and ensure the pads are correctly positioned.</p> <p><b>⚠ If the vehicle must be repositioned, the lifts must be placed in storage position and pit cover closed before repositioning of the vehicle can occur.</b></p>
	<p>11 Lift the <b>FRONT</b> wheels until they are just off the ground. DO NOT lift the front fully at this time.</p>
	<p>12 Lift the <b>REAR</b> wheels until they are just off the ground. DO NOT lift the rear fully at this time.</p>
	<p>13 Step off the catwalk and stand clear.</p> <p><b>💬 CALL OUT: "Clear to bounce, Bay #!"</b></p> <ul style="list-style-type: none"> <li>A topside technician is required to verify that the vehicle is secure to lift by gently bouncing the front of the vehicle up and down and side to side to stimulate the motion of removing a tire.</li> <li>After the bounce inspection is completed listen for the topside technician to call out "Bounce complete, Bay #!"</li> </ul>
	<p>14 Return to the catwalk and inspect that the lift points have not slipped or become unsafe.</p> <p><b>✗ Lower the vehicle and start again if the jacks are not in proper contact with the vehicle.</b></p>
	<p>15 Raise the vehicle to the proper height ensuring the lift locks have fallen into the 'engaged' position.</p> <ul style="list-style-type: none"> <li><b>Norco Rolling Bridge Lift</b> – Raise the lift until desired height.</li> <li><b>Stan Design Pit Jacks #J6000H</b> – Raise the lift until desired height.</li> <li><b>Stan Design Pit Jacks #J7000L</b> – Raise the lift jack fully extended.</li> <li><b>AC Hydraulic Lift</b> – Raise the lift until desired height.</li> </ul>
	<p>16 Once both lifts are in place, step off the catwalk:</p> <p><b>💬 CALL OUT: "Clear to rotate, Bay #!"</b></p>
	<p>17 Complete the tire rotation according to the <i>Tire Rotation Procedure</i>.</p>
Lower Vehicle	<p>18 <b>💬 CALL OUT: "Clear to lower, Bay #!"</b></p> <ul style="list-style-type: none"> <li>Listen for the topside technician to respond with "Clear!"</li> </ul> <p><b>✗ ALWAYS lower the vehicle beginning with the rear lift.</b></p>
	<p>19 Position your hands properly on the lift controls, ensuring your hands are free from any moving parts.</p>
	<p>20 Lower rear lift FIRST, then the front lift just enough to allow second checks on the lug nuts.</p> <p><b>✗ Second checks are to be performed by the topside technician and both front and rear tires must be on the ground before performing second checks.</b></p>
	<p>21 After you hear the topside technician complete the second checks:</p> <p><b>💬 CALL OUT: "Clear to lower, Bay #!"</b></p> <ul style="list-style-type: none"> <li>Listen for the topside technician to respond with "Clear!"</li> </ul>
	<p>22 Lower the rear lift first and then the front until they no longer support the weight of the vehicle.</p>
	<p>23 Return the lift accessories and extension arms to the proper location.</p>
	<p>24 Lower lifts completely.</p>
	<p>25 Move the lifts to the rear of the pit opening.</p>

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CATEGORY	STEP
	<p>26    Return the pit cover to the closed position and stand off the catwalk.</p> <p> <b>CALL OUT:</b> “Pit cover closed, Bay #!”</p> <p> <i>Stand off the catwalk as the vehicle exits the bay.</i></p>