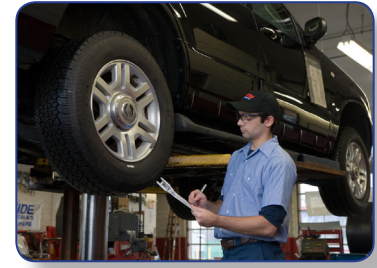


# Technician's Guide

Procedures for earning ride control sales



## Consider this first:

In most shops, the "sale" actually has to occur twice!

The first sale is the technician's responsibility.

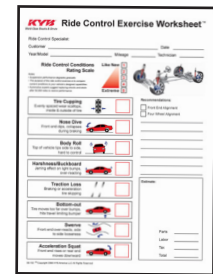
Why? If the technician doesn't look for the opportunity or if the tech fails to "sell" the service advisor about the need, purpose and value of a service... the service advisor can't or won't offer the sale to the motorist. Believing in and earning the sale requires complete, accurate information.

Here's what the service advisor must know to be effective:

- 1) **Odometer reading & vehicle usage** (has a trailer hitch, is carrying heavy loads, etc.)
- 2) **Road test results** (has noise, is harsh, soft or has excessive conditions listed below)
- 3) **Component inspection findings** (leaking shocks, cupping tires, worn attaching parts, etc.)

## Road Testing and Worksheet Use:

Since a shock or strut's condition can't be measured while on the vehicle, road testing the vehicle's ride control conditions is the best solution. Just 5-8 minutes per vehicle is all it takes.



- Pre-test inspection: tire pressure, good brake pedal feel, etc.
- Begin in the parking lot or similar safe area. Perform some slow speed sudden braking, acceleration and slow speed swerving maneuvers. Listen for noises and note how much body movement occurs.
- Drive the vehicle at in-town speeds; check for road harshness (low frequency valve wear), any swaying (side to side) loose feeling and compare handling and control characteristics.
- Drive over some bumps or potholes to check for harsh impact or poor recovery after a bump.
- Back in the parking lot, be sure to record your findings: Nose Dive, Acceleration Squat, Body Roll, Swerve & Harshness/Buckboard Ride.
- In the shop: Raise the vehicle and perform your visual inspections. Look for any tire cupping, check the suspension travel-limiting bumpers for signs of impact, check all mountings and be sure to indicate if the shocks and struts are still the OEM parts.


Identifying and rating ride control conditions is a matter of experience. The more you do, the better you get. The key of course is developing the ability to know what a "normal" or "like new" condition looks or feels like. That makes your comparisons accurate and valuable.

# Road Testing & Rating Conditions

Road testing by itself has little value unless you know what to look for and how to rate what you find. "Conditions" are not symptoms. They can range from normal to excessive. A good road test includes "exercising" the steering, suspension and brakes to identify and rate each condition.

The Ride Control Worksheet is a guide and a method to rate each one so that the motorist can make informed maintenance decisions. For ratings to be more accurate & consistent, its important to use the same road test route and procedures every time.

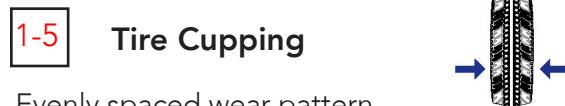
## Conditions Rating Scale

	<b>1</b>	1 = Condition feels like a new vehicle or has brand new shocks/struts.
	<b>2</b>	2,3,4 = Condition falls in between or closer to a 1 or 5.
	<b>3</b>	
	<b>4</b>	
	<b>5</b>	5 = Condition is extreme or perhaps safety related.

## Condition Description & Inspection Technique



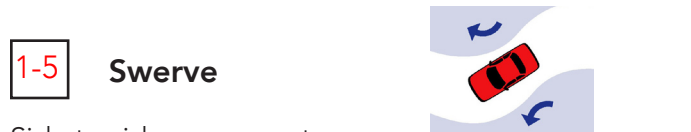
Harsh on front brakes, suspension  
Loss of rear brakes, rear traction  
✓ Parking Lot Check



Evenly spaced wear pattern  
Rapid tire wear, traction loss  
✓ Inspection, Listen While Driving



Excessive movement, Requires steering corrections or braking to regain control  
✓ Parking Lot & Low Speed Swerving



Side to side movement,  
Unresponsive feeling, Requires steering corrections  
✓ Move side to side while driving



Suspension moves too much, Strikes body bumper, Noise, traction loss  
✓ Inspect Travel Limiting Bumpers



Initial impact, Abrupt reaction,  
Noises, jarring  
✓ Road Feel at Steady Speeds



Tire loses road contact, Loss of braking, steering and acceleration  
✓ Accelerate or Stop Quickly



Front end rises, Rear end lowers,  
Front drive traction, Control & steering loss  
✓ Parking Lot, Accelerate Quickly