STANDARD OPERATING PROCEDURE

Multi-Point Vehicle Inspection SOP

Document no.	SOP-AUT-004
Revision	1.0
Owner	Shop Manager
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure every vehicle receives a consistent, thorough inspection, findings are documented with evidence, and results are communicated to the customer clearly and honestly.

2. Scope

Applies to a standard multi-point inspection performed alongside routine service or as a standalone check. Detailed repair of any finding is covered by its own service procedure.

Definitions

Diagnostic scan tool	A device connected to the vehicle's onboard computer to read stored fault codes.
Urgency category	A rating given to each inspection finding, such as immediate, soon or monitor, to help the customer prioritize repairs.
Inspection report	The documented results of the inspection, including photos, shared with the customer.

3. Responsibilities

Technician	Performs the physical inspection, documents findings with photos, and runs the diagnostic scan.
Service Advisor	Reviews findings with the technician and presents the report and estimate to the customer.
Shop Manager	Audits inspection quality and resolves disagreements about urgency ratings.

RACI matrix

Activity	Technician	Service Advisor	Shop Manager
Review customer concerns before inspecting	R	A	I
Perform the physical inspection	R/A	I	I
Run the diagnostic scan	R/A	-	I
Categorize findings by urgency	R	A	C
Present findings and estimate to the customer	I	R/A	I

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Multi-point inspection checklist
- Diagnostic scan tool
- Tire tread depth gauge and pressure gauge
- Camera or tablet for photo documentation
- Shop management system for the inspection report

Personal protective equipment

- Safety glasses
- Gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Review customer concerns and history** Read the customer's stated concern and the vehicle's service history before starting the physical inspection.	Technician	☐
5.2	**Check fluid levels and condition** Check engine oil, coolant, brake, power steering and washer fluid levels and note any that are low, dirty or leaking.	Technician	☐
5.3	**Inspect belts and hoses** Visually inspect drive belts and hoses for cracking, fraying or soft spots and note any close to end of service life.	Technician	☐
5.4	**Inspect brake pads, rotors and lines** Measure remaining brake pad thickness, check rotor condition, and inspect brake lines for leaks or damage. **Checkpoint:** Brake pad thickness is measured and recorded on every inspection, not estimated visually.	Technician	☐
5.5	**Inspect tire tread and pressure** Measure tread depth at multiple points on each tire, check for uneven wear, and set pressure to the door jamb placard.	Technician	☐
5.6	**Inspect the battery and charging system** Check the battery terminals for corrosion, test battery voltage, and verify the charging system is within the normal range.	Technician	☐
5.7	**Inspect the exhaust system** Check the exhaust system from the manifold to the tailpipe for leaks, rust-through or loose hangers.	Technician	☐
5.8	**Inspect suspension and steering components** Check for excessive play, leaking shocks or struts, and worn bushings in the suspension and steering system.	Technician	☐
5.9	**Test lights, wipers and horn** Test all exterior lights, wiper blades and the horn, noting any bulb, blade or function that fails.	Technician	☐
5.10	**Run a diagnostic scan** Connect the diagnostic scan tool and record any stored fault codes, including whether the check engine light is currently on.	Technician	☐

Step	Task	Owner	Done
5.11	**Document findings with photos** Photograph any significant finding, such as a worn brake pad or a leak, and attach the photos to the inspection report.	Technician	☐
5.12	**Categorize findings by urgency** Rate each finding as immediate, soon or monitor based on safety impact and how quickly it is likely to worsen. **Checkpoint:** Every finding has an assigned urgency category before the report goes to the service advisor.	Technician	☐
5.13	**Review results with the service advisor** Walk the service advisor through the findings, urgency ratings and supporting photos before the customer is contacted.	Technician	☐
5.14	**Present findings and estimate to the customer** Share the inspection report and photos with the customer, explain the urgency of each finding, and provide a cost estimate for any recommended work.	Service Advisor	☐

6. Quality checks

- Every inspection point on the checklist is completed, not skipped for time.
- Brake pad thickness and tire tread depth are measured and recorded, not estimated.
- Every significant finding has a supporting photo in the report.
- Urgency categories are assigned consistently using the same criteria.

7. Records

- Completed multi-point inspection checklist
- Diagnostic scan results
- Inspection report with photos
- Customer-approved and declined work list

8. KPIs

- Average time to complete a multi-point inspection
- Percentage of inspections with complete photo documentation
- Recommended-work acceptance rate
- Number of comebacks related to a missed inspection finding

9. Common mistakes

- Rushing through the checklist and skipping an inspection point.
- Estimating brake pad thickness by eye instead of measuring it.
- Not photographing a finding, making it harder to explain to the customer later.
- Inconsistent urgency ratings between technicians for similar findings.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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