

L1 Automotive Diagnostics and Programming LLC

Services Agreement 2024

ALL programming/relearn/calibrations etc. events are billed for the procedure, **NOT** the outcome.

Many modules require other data from the car to properly configure (Transmission Strategy Numbers, Injector IDs, etc..) you must have that information available or additional charges may apply. **WE CAN NOT LOOK UP EVERY SINGLE MODULE AND TELL YOU WHAT IS NEEDED**, that must be done using your service information before you call us.

All diagnosis is based on correct and complete information provided to us, misdiagnosis can happen and is rare, we are charging for our consultation time alone, not a guaranteed diagnosis, **BUT** we do our best to remedy any misdiagnosis situations.

*** Our vehicles run constantly and are routed to cover the shortest distance. Rapid response appointments are available for an additional charge. **ALL OTHER SERVICES** are prioritized over diagnosis.

*** If a scheduled service needs cancelled, customers must call **before** a technician is in route to them to prevent there being a service charge, we are **NOT** responsible for the charge if this step is forgotten.

*** Vehicle battery must be in good condition and fully charged with clean and tight connections. Vehicle needs to be in a clean work area that is protected from the weather when applicable.

*** The vehicle must be positioned within 25 feet of a 3-prong electrical outlet in good repair.

For programming the original module must be present and communicating to retrieve information. Additional charges may apply if this step is not possible.

Modules must be communicating. This should be checked before we arrive. 99.9% of modules should communicate to be programmed. **BLANK NEW MODULES WILL COMMUNICATE.**

Diagnostics are not part of any programming procedure. Including blown fuses.

When requesting ADAS calibrations the vehicle **must be repaired to the point of factory service specifications**, factory ride heights, factory wheels, alignment completed, fuel level correct for calibration, etc... 100% ready to give to customer when we are completed.

Many replacement ADAS modules or components require physical alignment **before** calibration, if you have not performed this step when you installed the part, there will be **additional charges** to perform that service up to and including labor to remove panels and bumpers.

*** Trip Charges when no other service is completed: \$80.00 when no equipment is attached. \$ 120.00 if equipment is hooked to the vehicle.

L1 Automotive Diagnostics and Programming LLC reserves the right to verbally modify or terminate this agreement at any time.

L1 Automotive Diagnostics and Programming LLC is not responsible for programming / registration / under-diagnosis failures caused by customer provided parts or equipment.

The undersigned agrees to the terms outlined above and authorizes L1 Automotive Diagnostics and Programming LLC to perform these services with verbal authorization. Payment is due in full at the time the services are rendered and net 30 days for pre-approved charged accounts.

*** APPLIES TO MOBILE CALLS ONLY***