

How to Present a Brake Fluid Flush Service

Congratulations on your decision to use the world's best brake fluid test, BrakeStrip™. BrakeStrip™ is fast, accurate and the **only** brake fluid test that follows MAP UICS guidelines and has consumer disclosures that help you comply with the California "Automotive Repair Act." To help ensure your success, we have developed the 7 Step BrakeStrip System™.

The BrakeStrip 7 Step System™

Step 1. Test every vehicle with BrakeStrip. It is almost impossible to determine which vehicles will require a brake fluid exchange. You cannot rely on visual inspection (color), mileage or age of the vehicle to determine if a brake fluid exchange is needed. BrakeStrip will accurately identify if brake fluid should be replaced in about 60 seconds. Simply dip the BrakeStrip into the master cylinder reservoir and shake off the excess fluid.

Step 2. Determine if brake fluid flush is required. Compare BrakeStrip pad color with the chart on the side the BrakeStrip tube to determine the copper level.

Step 3. Show the strip and the Customer's Brake Fluid Corrosion Test Result card to the customer. Mark the box under copper level and give the card to your customer. Explain that brake fluid replacement is recommended per MAP* guidelines. * Motorist Assurance Program (MAP) UICS require brake fluid replacement at 200 ppm copper. This is one of the most important things you can do to earn your customer's trust by proving "If and When" brake fluid replacement is needed.

Step 4. Staple the strip to the work order and give the customer the card to keep. Customers may be skeptical of services they don't fully understand. Be sure to explain what the test results mean and allow the customer to take the card home with them.

Step 5. Perform a high quality brake fluid flush service. For most vehicles it takes 1 quart - 1/2 gallon of brake fluid to properly flush the system. Vacuum flushing is the least effective technique. Pressure flushing is best and it is important to open each wheel individually and flow a fairly equal amount of fluid through each wheel. It is okay to flow a little more fluid through the first two wheels. Follow the manufacturer's bleed sequence for flushing. **Hint: while pressure flushing the brake system, depress the brake pedal approximately 1 inch, this opens a low/no pressure zone in some master cylinders and provides a much more efficient brake flush.**

Step 6. Perform an "after test". Test drive the vehicle and press the brake pedal as frequently as possible. Perform an "after test" with a second BrakeStrip test strip to make sure you properly flushed the majority of the copper from the brake system. Remember, BrakeStrip works every time and never lies. If you fail a test soon after a brake fluid flush was performed, it means the flush technique needs to be improved.

Step 7. Show the "after test" to your customer. This helps the customer feel good about the money they just spent to Safeguard their Stopping Power. Most importantly, Test, Don't Guess!

"Consumer Disclosures Help You Comply With the Automotive Repair Act of California"

1. Openly and honestly communicate with your customer.
2. Obtain authorization, test and inspect vehicle before making service recommendation.
3. Inform customer that a copper based recommendation is different from their vehicle manufacturer scheduled brake fluid maintenance recommendation which is based on time/mileage or provides no recommendation.
4. Provide customer with reason/justification for service: Brake fluid with 200 ppm or higher copper levels will not pass Department of Transportation (DOT) FVMSS-116 corrosion test standards.
5. Communicate test results to customer.
6. Provide customer with expectation for service: The brake flush service will not remove all of the copper, but will reduce copper below the 200 ppm level to help protect the brake system from corrosion.

