EV Diagnostic Process

Audit Scorecard

A 15-point compliance assessment for diagnostic equipment, fault code reading, battery health checks, software version, charging system testing, and repair approval

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

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How to Use This Scorecard

This scorecard evaluates EV Diagnostic Process compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	**Not in place**	Standard does not exist or has never been implemented at this dealership.
2	**Attempted**	Some effort made but inconsistent — visible gaps remain in most areas.
3	**Defined**	Standard is documented and partially followed. Some areas compliant, others not.
4	**Managed**	Standard is followed consistently. Minor exceptions occur.
5	**Fully Sustained**	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: EV diagnostic accuracy is directly dependent on software version — a vehicle running an outdated BMS firmware may present fault codes that have been updated or reclassified in a newer version, leading to unnecessary component replacement or misdiagnosis. Always check and update vehicle software before concluding an EV diagnostic session, and always verify the diagnostic tool software version matches the OEM's current requirement.

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Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
DIAGNOSTIC EQUIPMENT & SOFTWARE VERSION							
1	Is the OEM-specified diagnostic tool available at the dealership and capable of communicating with all EV models currently in the service portfolio?	○	○	○	○	○	
2	Is the diagnostic tool updated to the current software version, with version history confirming updates were applied within the OEM-specified timeframe after each release?	○	○	○	○	○	
3	Is the vehicle's software version checked at the start of every EV diagnostic session, with an OTA update applied (or flagged) if the vehicle is running an outdated version that may affect diagnosis accuracy?	○	○	○	○	○	
4	Is the diagnostic tool calibrated or self-tested as required, with calibration records available and no out-of-date calibration status in active diagnostic use?	○	○	○	○	○	
FAULT CODE READING & BATTERY HEALTH CHECK							
5	Is a full vehicle scan (all control modules, not only the primary fault system) performed for every EV diagnostic session, capturing all stored and pending fault codes?	○	○	○	○	○	
6	Are fault codes interpreted using the OEM diagnostic database rather than generic code readers, ensuring EV-specific codes are correctly identified and not misattributed to generic system faults?	○	○	○	○	○	
7	Is a battery state-of-health (SoH) check performed for all EV diagnostic sessions where a battery-related customer complaint or range concern is reported?	○	○	○	○	○	
8	Are battery cell balance, temperature history, and BMS fault flags reviewed as part of the battery diagnostic, not only the headline SoH percentage?	○	○	○	○	○	
CHARGING SYSTEM TEST							
9	Is the vehicle's onboard charger and charging control system tested as part of any diagnostic session involving a charging complaint, using the OEM diagnostic routine for charging system verification?	○	○	○	○	○	
10	Is the charging port and cable connection inspected physically for damage, contamination, or corrosion as part of every charging-related diagnostic session?	○	○	○	○	○	
11	Is the vehicle tested on an actual charger (AC	○	○	○	○	○	

	and DC where relevant) during the diagnostic session, rather than relying only on static diagnostic data when a real-world charging fault is reported?						
ROOT CAUSE ANALYSIS & REPAIR APPROVAL							
12	Is a root cause identified for every EV fault — distinguishing between software fault, hardware failure, high-voltage system issue, and charging infrastructure problem — before a repair recommendation is made?	○	○	○	○	○	
13	Is the repair recommendation reviewed by a senior technician or team leader for all EV faults involving the high-voltage system, battery, or powertrain before the customer is committed?	○	○	○	○	○	
14	Is customer approval obtained for the specific repair recommended — with the diagnosis, proposed fix, and cost clearly explained — before any HV system component is disturbed?	○	○	○	○	○	
15	Is EV diagnostic accuracy tracked through a comeback metric specifically for EV faults, allowing identification of recurring misdiagnosis patterns by model or fault type?	○	○	○	○	○	
OVERALL SCORE → / 75 = %							

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Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
Diagnostic Equipment & Software Version	/20			
Fault Code Reading & Battery Health Check	/20			
Charging System Test	/15			
Root Cause Analysis & Repair Approval	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
Service Manager Name	
Service Manager Signature	
Next Audit Date	

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Action Plan Tracker

EV Diagnostic Process — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Diagnostic Process non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

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How to Use This Tracker

This tracker is designed to be completed immediately following a EV Diagnostic Process audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Four-Stage Workflow

1. PENDING	2. IN PROGRESS	3. COMPLETED	4. APPROVED
Finding assigned. Owner & date set.	Work underway. Evidence being gathered.	Dealer submits evidence for review.	Auditor verifies and closes the item.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	EV Diagnostic Process / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	Service Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, signed procedure, supporting evidence.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
C-01						

C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

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Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Service Manager and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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