Case Step 8 – The Case Summary

getting started · https://www.diagnostic-assistance.com/docs/case-step-8-the-case-summary/

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	▶ Step 8

FIND IT
Cases → open your case → **Step 8, Case Summary**

TL;DR
Document your final diagnosis. Set the case status. Done.

What this step is for

The case summary brings together every result you recorded, with its state, comment and timestamp, and gives you a place to write the conclusion. It is the page someone opens when they want to know what happened to this vehicle without reading the whole case.

What you will see

Area	What It Shows
Results	Every test you recorded, each with its state (Passed or Failed), your comment and the timestamp
Return to	Reopens the case at an earlier step: Hypothesis selection, Element selection, Test selection or Test Execution
Update case status	Sets the case status, for example Open, and saves it

Writing a summary that earns its keep

Three things make a case summary useful later: what was wrong, how you established it, and what fixed it. The results list already holds your readings, so the summary does not need to repeat

them. It needs to join them up.

Cover this	Example
The confirmed fault	"Open circuit in the sensor supply between the controller and the connector"
How you got there	"Rail pressure confirmed low. Filter and pump both tested good. Supply at the sensor read 0.2V against 12V expected"
What was done	"Repaired chafed section of loom behind the inlet manifold, retested, 12.1V at sensor, rail pressure normal"
Anything unresolved	"Customer reports occasional cold start hesitation, not reproduced, advised to return if it recurs"

QUICK TIP

Good case summaries help other technicians. Write what you found, what you did, and what fixed it. Future you will thank you.

Record what you ruled out

It is tempting to write up only the component that turned out to be faulty. Resist it. The elements you eliminated are what make the diagnosis defensible, and they are what stop the next technician repeating work you already did. Two lines on what tested good is usually enough.

➡ DO THIS

1. Write a brief conclusion: what was wrong, what you tested, what you found.
2. Note what you eliminated, not just what failed.
3. Set the case status.
4. Save.

STUCK?

The fault was not found. That is a legitimate outcome and worth recording honestly. Write down what you eliminated and under what conditions the symptom appears. A case that narrows the field is more use to the next person than one closed with a guess.

You need to go back and test more. Use *Return to* and choose the step you want to resume from. Results already recorded are kept.

Next

→ **Going Back, The Return To Mechanism:** reopening a case at an earlier step when a hypothesis does not confirm, or to verify a repair.