Case Step 1 – Observations

getting started · https://www.diagnostic-assistance.com/docs/step-1-choose-observations-or-dtcs/

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

FIND IT

Cases → open your case → **Step 1, Observations**

TL;DR

Choose the observations that best match what the vehicle is actually doing, then put them in the order you want to work.

QUICK TIP

Step 1 is **observations only**. If you are looking for where to enter a fault code, DTC search now lives at **Step 3**, in the Hypothesis Search Type options.

What this step is for

An observation is a plain description of what the vehicle is doing: "engine surging at steady cruise speed", "AdBlue consumption too high", "white smoke at idle that does not clear when warm".

This is the beginning of the diagnostic process, and it is critical to declare an observation, or a number of observations, that closely match the vehicle's behaviour. Everything downstream is derived from what you choose here. Choose loosely and you will be offered avenues that do not belong to your vehicle's actual problem.

Check the standard first

Above the observation panels you will see the system standard for this vehicle, for example `CRD75 (EU6D_INJS_2PFC_MAFD_X2EGR_VGTD)`, with a **Change Standard** button beside it.

This is worth a glance before you go any further. The standard determines which observations, and later which elements and tests, are offered. If it is wrong, everything you are shown belongs

to a different specification.

Finding and selecting observations

Panel	What it does
Observations Search	Search box plus the list of observations available for the selected vehicle. Use the add button on a row to move it across.
Observations Selected	The observations you have chosen. Each row has controls to move it up, move it down, or remove it.

The selected list is what the rest of the case is built from.

QUICK TIP
If a search finds nothing, try the customer's words and then the technical ones. "Won't start", "fails to start" and "no crank" can return different results.

Order matters

Where you have selected several observations, put them in the order you intend to work. Use the up and down controls on each selected row.

The case remembers that order when you move on, so it is worth a moment's thought rather than leaving it as whatever order you happened to add them in. Lead with the observation you are most confident describes the primary complaint.

Everything is recorded

The system breadcrumbs the menu options, selections and choices you make through the diagnosis. That record is what makes a post-job review possible: what went well, what did not, and where time was spent.

The organisation of the observations, and of everything that follows, is one of the key advantages DAVO provides. A tidy process leads to a tidy diagnostic outcome.

➡ DO THIS

1. Confirm the system standard is right for this vehicle.

2. Search for the observation that best matches the symptom.

3. Add it to the selected list, and add any others that genuinely apply.

4. Order the selected list the way you intend to work.

5. Click Next to move to Step 2.

STUCK?

You want to start from a fault code. DTC search is at Step 3, under Hypothesis Search Type. Start here with the observation that describes the symptom, and search by code once you reach Step 3.

No observation quite fits. Pick the closest match on the symptom rather than on your theory of the cause. The cause is what Steps 2 and 3 are for.

The observation list looks wrong for the vehicle. Check the system standard and correct it with *Change Standard*.

Next

→ **Case Step 2, Diagnostic Vectors:** choosing which avenue of investigation to pursue.