2017 NATEF Automobile - Maintenance and Light Repair Tasks - Auto Upkeep Correlation

Please Note: Much of the content and hands-on activities in the <i>Auto Upkeep</i> curriculum correlate to 2017 NATEF Automobile Maintenance and Light Repair (MLR) Tasks. Where applicable, connections are noted in this matrix. <i>Auto Upkeep</i> correlates to over 60% of MLR Tasks. For a program to be certified for MLR training, NATEF requires addressing all (100%) of the tasks below. A NATEF certified MLR program is required to have a minimum total of 540 hours of combined laboratory/shop (co-op) and classroom instruction. <i>Auto Upkeep</i> is designed as a 1 credit course (approximately 135 combined lab and classroom hours). <i>Auto Upkeep</i> works well as a first course in an MLR program and for those that want to develop the fundamental knowledge and experience in owning and maintaining an automobile. Blocks in GRAY indicate full correlation.	Ch 1 Introduction and How Cars Work	N Ch 2 Buying an Automobile	ω Ch 3 Automotive Expenses	Ch 4 Repair Facilities	ഗ Ch 5 Safety Around the Automobile	Ch 6 Tools and Equipment	✓ Ch 7 Auto Care and Cleaning	∞ Ch 8 Fluid Level Check	Ch 9 Electrical System	Ch 10 Lubrication System	Ch 11 Fuel System	ក Ch 12 Cooling System and Climate Control	Ch 13 Ignition System	Ch 14 Suspension, Steering, and Tires	ភ្នា Ch 15 Braking System	Ch 16 Drivetrain	Ch 17 Exhaust and Emission System	ထြCh 18 Alternative Fuels and Designs	ত Ch 19 Automotive Accessories	ଧି Ch 20 Common Problems and Roadside Emergencie	Appendix
Engine Repair - General Research vehicle service information, including fluid	1	2	3	4	5	6	/	8	9	10	11	12	13	14	15	16	17	18	19	20	_A_
type, vehicle service history, service precautions, and																					
technical service bulletins.																					
Verify operation of the instrument panel engine																					
warning indicators.																					
Inspect engine assembly for fuel, oil, coolant, and																					
other leaks; determine necessary action.																					
Install engine covers using gaskets, seals, and																					
sealers as required.																					
Verify engine mechanical timing.																					
Perform common fastener and thread repair, to																					
include: remove broken bolt, restore internal and																					
external threads, and repair internal threads with																					
Identify service precautions related to service of the																					
internal combustion engine of a hybrid vehicle.																					
Engine Repair - Cylinder Head and Valve Train	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Adjust valves (mechanical or hydraulic lifters).																					
Identify components of the cylinder head and valve																					
train.																					

Engine Repair - Lubrication and Cooling Systems	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Perform cooling system pressure and dye tests to																					
identify leaks; check coolant condition and level;																					
inspect and test radiator, pressure cap, coolant																					
recovery tank, heater core, and galley plugs;																					
determine necessary action.																					
Inspect, replace, and/or adjust drive belts, tensioners,																					
and pulleys; check pulley and belt alignment.																					
Remove, inspect, and replace thermostat and																					
gasket/seal.																					
Inspect and test coolant; drain and recover coolant;																					
flush and refill cooling system; use proper fluid type																					
per manufacturer specification; bleed air as required.																					
Perform engine oil and filter change; use proper fluid																					
type per manufacturer specification; reset																					
maintenance reminder as required.																					
Automatic Transmission and Transaxle - General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information including fluid																					
type, vehicle service history, service precautions, and																					
technical service bulletins.																					
Check fluid level in a transmission or a transaxle																					
equipped with a dip-stick.																					
Check fluid level in a transmission or a transaxle not																					
equipped with a dip-stick.																					
Check transmission fluid condition; check for leaks.																					
Identify drive train components and configuration.																					
Automatic Transmission and Transaxle - In-																					
Vehicle Transmission/Transaxle	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect, adjust, and/or replace external manual valve																					
shift linkage, transmission range sensor/switch,																					
and/or park/neutral position switch.																					
Inspect for leakage at external seals, gaskets, and																					
bushings.																					
Inspect, replace and/or align power train mounts.																					
Drain and replace fluid and filter(s); use proper fluid																					
type per manufacturer specification.																					
Automatic Transmission and Transaxle - Off-																					
Vehicle Transmission and Transaxle	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Describe the operational characteristics of a																				7]
continuously variable transmission (CVT).																					
Describe the operational characteristics of a hybrid																					
vehicle drive train.																					

Manual Drive Train and Axles - General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information including fluid																					
type, vehicle service history, service precautions, and																					1
technical service bulletins.																					
Drain and refill manual transmission/transaxle and																					1
final drive unit; use proper fluid type per manufacturer																					1
specification.																					
Check fluid condition; check for leaks.																					
Identify manual drive train and axle components and																					1
configuration.																					
Manual Drive Train and Axles - Clutch	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Check and adjust clutch master cylinder fluid level;																					1
use proper fluid type per manufacturer specification																					
Check for hydraulic system leaks.																					
Manual Drive Train and Axles -																					
Transmission/Transaxle	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Describe the operational characteristics of an																					1
electronically-controlled manual																					1
transmission/transaxle.																					
Manual Drive Train and Axles - Drive Shaft, Half																					1
Shafts, Universal and Constant-Velocity (CV)																					1
Joints (Front, Rear, All, and 4WD)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect, remove, and/or replace bearings, hubs, and																					1
seals.																					
Inspect, service, and replace shafts, yokes, boots,																					1
and universal/CV joints.																					
Inspect locking hubs.																					
Check for leaks at drive assembly and transfer case																					1
seals; check vents; check fluid level; use proper fluid																					1
type per manufacturer specification.																					
Manual Drive Train and Axles - Differential Case			_																		1 . 1
Assembly	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Clean and inspect differential housing; check for																					1
leaks; inspect housing vent.																					
Check and adjust differential case fluid level; use																					
proper fluid type per manufacturer specification.																					\square
Drain and refill differential housing.																					Ш
Inspect and replace drive axle wheel studs.																					

Suspension and Steering Systems - General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information including fluid																					
type, vehicle service history, service precautions, and																					
technical service bulletins.																					
Disable and enable supplemental restraint system																					
(SRS); verify indicator lamp operation.																					
Identify suspension and steering system components																					
and configurations.																					
Suspension and Steering - Related Suspension																					
and Steering Service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect rack and pinion steering gear inner tie rod																					
ends (sockets) and bellows boots.																					
Inspect power steering fluid level and condition.																					
Flush, fill, and bleed power steering system; use																					
proper fluid type per manufacturer specification.																					
Inspect for power steering fluid leakage.																					
Remove, inspect, replace, and/or adjust power																					
steering pump drive belt.																					
Inspect and replace power steering hoses and																					
fittings.																					
Replace power steering pump filter(s).																					
Inspect pitman arm, relay (centerlink/intermediate)																					
rod, idler arm, mountings, and steering linkage																					
damper.																					
Inspect tie rod ends (sockets), tie rod sleeves, and																					
clamps.																					
Inspect upper and lower control arms, bushings, and																					
shafts.																					
Inspect and replace rebound bumpers.																					
Inspect track bar, strut rods/radius arms, and related																					
mounts and bushings.																					
Inspect upper and lower ball joints (with or without																					
wear indicators).																					
Inspect suspension system coil springs and spring																					
insulators (silencers).																					
Inspect suspension system torsion bars and mounts.																					
Inspect and replace front stabilizer bar (sway bar)																					
bushings, brackets, and links.																					
Inspect, remove, and/or replace strut cartridge or																				¬	
assembly; inspect mounts and bushings.																					
Inspect front strut bearing and mount.																					
Inspect rear suspension system lateral links/arms																					
(track bars), control (trailing) arms.																					

Inspect rear suspension system leaf spring(s), spring																					
insulators (silencers), shackles, brackets, bushings,																					
center pins/bolts, and mounts.																				igsquare	\sqcup
Inspect, remove, and replace shock absorbers;																					
inspect mounts and bushings.																				ш	Ш
Inspect electric power steering assist system.																				ш	Ш
Identify hybrid vehicle power steering system																					
electrical circuits and safety precautions.																				ш	
Describe the function of suspension and steering																					
control systems and components, (i.e. active																					
suspension, and stability control).																				oxdot	Ш
Suspension and Steering - Wheel Alignment	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Perform prealignment inspection; measure vehicle																					
ride height.																					
Describe alignment angles (camber, caster and toe)																					
Suspension and Steering - Wheels and Tires	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect tire condition; identify tire wear patterns;																					
check for correct tire size, application (load and																					
speed ratings), and air pressure as listed on the tire																					
information placard/label.																					
Rotate tires according to manufacturer's																					
recommendations including vehicles equipped with																					
tire pressure monitoring systems (TPMS).																					
Dismount, inspect, and remount tire on wheel;																					
balance wheel and tire assembly.																					
Dismount, inspect, and remount tire on wheel																					
equipped with tire pressure monitoring system																				i 1	
sensor.																					
Inspect tire and wheel assembly for air loss;																					
determine necessary action.																					
Repair tire following vehicle manufacturer approved																					
procedure.																					
Identify indirect and direct tire pressure monitoring																				\Box	
systems (TPMS); calibrate system; verify operation of																					
instrument panel lamps.																					
Demonstrate knowledge of steps required to remove																					
and replace sensors in a tire pressure monitoring																					
system (TPMS) including relearn procedure.																				<u> </u>	

Brakes - General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information including fluid																					
type, vehicle service history, service precautions, and																					
technical service bulletins.																					i
Describe procedure for performing a road test to																					i
check brake system operation, including an anti-lock																					i I
brake system (ABS).																					
Install wheel and torque lug nuts.																					
Identify brake system components and configuration.																					
Brakes - Hydraulic System	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Describe proper brake pedal height, travel, and feel.																					
Check master cylinder for external leaks and proper																					i
operation.																					
Inspect brake lines, flexible hoses, and fittings for																					
leaks, dents, kinks, rust, cracks, bulging, wear, and																					
loose fittings/supports.																					<u>i </u>
Select, handle, store, and fill brake fluids to proper																					
level; use proper fluid type per manufacturer																					i l
specification.																					<u>i </u>
Identify components of hydraulic brake warning light																					
system.																					
Bleed and/or flush brake system.																					
Test brake fluid for contamination.																					
Brakes - Drum Brakes	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Remove, clean, and inspect brake drum; measure																					i l
brake drum diameter; determine serviceability.																					
Refinish brake drum and measure final drum																					
diameter; compare with specification.																					
Remove, clean, inspect, and/or replace brake shoes,																					
springs, pins, clips, levers, adjusters/self-adjusters,																					
other related brake hardware, and backing support																					
plates; lubricate and reassemble.																					<u>i </u>
Inspect wheel cylinders for leaks and proper																					
operation; remove and replace as needed.																					
Pre-adjust brake shoes and parking brake; install																					1
brake drums or drum/hub assemblies and wheel																					
bearings; make final checks and adjustments.																					

Brakes - Disc Brakes	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Remove and clean caliper assembly; inspect for leaks and damage/wear; determine necessary action.																					
Inspect caliper mounting and slides/pins for proper																					\vdash
operation, wear, and damage; determine necessary																					
action.																					
Remove, inspect, and/or replace brake pads and																					
retaining hardware; determine necessary action.																					
Lubricate and reinstall caliper, brake pads, and																					
related hardware; seat brake pads and inspect for																					
leaks.																					
Clean and inspect rotor and mounting surface,																					
measure rotor thickness, thickness variation, and																					
lateral runout; determine necessary action.																					
Remove and reinstall/replace rotor.																					
Refinish rotor on vehicle; measure final rotor																					
thickness and compare with specification.																					
Refinish rotor off vehicle; measure final rotor																					
thickness and compare with specification.																					
Retract and re-adjust caliper piston on an integral																					
parking brake system.																					
Check brake pad wear indicator; determine																					
necessary action.																					
Describe importance of operating vehicle to																					
burnish/break-in replacement brake pads according																					
to manufacturer's recommendation.																					
Brakes - Power-Assist Units	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Check brake pedal travel with, and without, engine																					
running to verify proper power booster operation.																					
Identify components of the brake power assist system																					
(vacuum and hydraulic); check vacuum supply																					
(manifold or auxiliary pump) to vacuum-type power																					
booster.																					

Brakes - Related Systems (i.e., Wheel Bearings, Parking Brakes, Electrical)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Remove, clean, inspect, repack, and install wheel																					
bearings; replace seals; install hub and adjust																					1 1
bearings.																					
Check parking brake system components for wear,																					1 1
binding, and corrosion; clean, lubricate, adjust and/or																					1 1
replace as needed.																					
Check parking brake operation and parking brake																					
indicator light system operation; determine necessary																					1 1
action.																					
Check operation of brake stop light system.																					
Replace wheel bearing and race.																					
Inspect and replace wheel studs.																					
Brakes - Electronic Brake, Traction Control, and																					
Stability Control System	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Identify traction control/vehicle stability control system																					
components.																					
Describe the operation of a regenerative braking				·	·									·		·	·	,			
system.																					

Electrical/Electronic Systems - General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information including																					
vehicle service history, service precautions, and																					
technical service bulletins.																					
Demonstrate knowledge of electrical/electronic																					
series, parallel, and series-parallel circuits using																					
principles of electricity (Ohm's Law).																					
Use wiring diagrams to trace electrical/electronic																					
circuits.																					
Demonstrate proper use of a digital multimeter																					
(DMM) when measuring source voltage, voltage drop																					
(including grounds), current flow, and resistance.																					
Demonstrate knowledge of the causes and effects																					
from shorts, grounds, opens, and resistance																					
problems in electrical/electronic circuits.																					
Use a test light to check operation of electrical																					
circuits.																					
Use fused jumper wires to check operation of																					
electrical circuits.																					
Measure key-off battery drain (parasitic draw).																					
Inspect and test fusible links, circuit breakers, and																					
fuses; determine necessary action.																					
Repair and/or replace connectors, terminal ends, and																					
wiring of electrical/electronic systems (including																					
solder repair).																					
Identify electrical/electronic system components and																					
configuration.																					

Electrical/Electronic Systems - Battery Service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Perform battery state-of-charge test; determine																					
necessary action.																					
Confirm proper battery capacity for vehicle																					
application; perform battery capacity and load test;																					1 1
determine necessary action.																					
Maintain or restore electronic memory functions.																					
Inspect and clean battery; fill battery cells; check																					
battery cables, connectors, clamps, and hold-downs.																					
Perform slow/fast battery charge according to																					
manufacturer's recommendations.																					
Jump-start vehicle using jumper cables and a booster																					
battery or an auxiliary power supply.																					
Identify safety precautions for high voltage systems																					
on electric, hybrid-electric, and diesel vehicles.																					
Identify electrical/electronic modules, security																					\Box
systems, radios, and other accessories that require																					
reinitialization or code entry after reconnecting																					
vehicle battery.																					
Identify hybrid vehicle auxiliary (12v) battery service,																					
repair, and test procedures.																					
Electrical/Electronic Systems - Starting System	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Perform starter current draw test; determine																					
necessary action.																					
Perform starter circuit voltage drop tests; determine																					
necessary action.																					
Inspect and test starter relays and solenoids;																					
determine necessary action.																					
Remove and install starter in a vehicle.																					
Inspect and test switches, connectors, and wires of																					
starter control circuits; determine necessary action.																					Ш
Demonstrate knowledge of an automatic idle-																					
stop/start-stop system.																					
Electrical/Electronic Systems - Charging System	<u>1</u>	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Perform charging system output test; determine																					
necessary action.																					igsquare
Inspect, adjust, or replace generator (alternator) drive																					
belts; check pulleys and tensioners for wear; check																					
pulley and belt alignment.																					
																					1 1
Remove, inspect, and re-install generator (alternator).																					igsquare
Perform charging circuit voltage drop tests; determine																					
necessary action.																					Ш

Electrical/Electronic Systems - Lighting, Instrument Cluster, Driver Information, and Body																					
Electrical Systems	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect interior and exterior lamps and sockets including headlights and auxiliary lights (fog lights/driving lights); replace as needed.					0	J	,	J	0	10		12	10	1-1	10	10	17	10	10		
Aim headlights.																					
Identify system voltage and safety precautions associated with high-intensity discharge headlights. Disable and enable supplemental restraint system																					
(SRS); verify indicator lamp operation.																					
Remove and reinstall door panel. Describe the operation of keyless entry/remote-start systems.																					
Verify operation of instrument panel gauges and warning/indicator lights; reset maintenance indicators.																					
Verify windshield wiper and washer operation; replace wiper blades.																					
Heating, Ventilation, and Air Conditioning (HVAC)																					
General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information, including refrigerant/oil type, vehicle service history, service precautions, and technical service bulletins.																					
Identify heating, ventilation and air conditioning (HVAC) components and configuration.																					
Heating, Ventilation, and Air Conditional (HVAC) - Refrigeration System Components	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect and replace A/C compressor drive belts, pulleys, and tensioners; visually inspect A/C components for signs of leaks; determine necessary action.																					
Identify hybrid vehicle A/C system electrical circuits and the service/safety precautions.																					
Inspect A/C condenser for airflow restrictions; determine necessary action.																					
Heating, Ventilation, and Air Conditioning (HVAC) Heating, Ventilation, and Engine Cooling Systems	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect engine cooling and heater systems hoses and pipes; determine necessary action.																					

Heating, Ventilation, and Air Conditioning (HVAC) Operating Systems and Related Controls	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	A
Inspect A/C-heater ducts, doors, hoses, cabin filters,	<u> </u>		۲			<u> </u>	- '-	-		10		12	-10	17	10	10	17	10	10		\vdash
and outlets; determine necessary action.																					i l
Identify the source of A/C system odors.																					
Engine Performance - General	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Research vehicle service information, including fluid	<u> </u>		۲			۳	- '-	-		10	1 1	12	10	17	10	10	1 /	10	10	20	\Box
type, vehicle service history, service precautions, and																					i l
technical service bulletins.																					i l
Perform engine absolute manifold pressure tests																					
(vacuum/boost); document results.																					i l
Perform cylinder power balance test; document																					
results.																					
Perform cylinder cranking and running compression																					
tests; document results.																					
Perform cylinder leakage test; document results.																					i
Verify engine operating temperature.																					i
Remove and replace spark plugs; inspect secondary																					i
ignition components for wear and damage.																					
Engine Performance - Computerized Engine																					
Controls	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Retrieve and record diagnostic trouble codes (DTC),																					i
OBD monitor status, and freeze frame data; clear																					i l
codes when applicable.																					i l
Describe the use of the OBD monitors for repair																					
verification.																					
Engine Performance - Fuel, Air Induction, and																					
Exhaust Systems	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Replace fuel filter(s) where applicable.																					
Inspect, service, or replace air filters, filter housings,																					i l
and intake duct work.																					<u>i </u>
Inspect integrity of the exhaust manifold, exhaust																					
pipes, muffler(s), catalytic converter(s), resonator(s),																					
tail pipe(s), and heat shields; determine necessary																					i l
action.																					
Inspect condition of exhaust system hangers,																					
brackets, clamps, and heat shields; determine																					
necessary action.																					
Check and refill diesel exhaust fluid (DEF).																					i

Engine Performance - Emissions Control Systems	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Inspect, test, and service positive crankcase																					
ventilation (PCV) filter/breather, valve, tubes, orifices,																					
and hoses; perform necessary action.																					
Shop and Personal Safety	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Identify general shop safety rules and procedures.																					
Utilize safe procedures for handling of tools and																					
equipment.																					
Identify and use proper placement of floor jacks and																					
jack stands.																					
Identify and use proper procedures for safe lift																					
operation.																					
Utilize proper ventilation procedures for working																					
within the lab/shop area.																					
Identify marked safety areas.																					
Identify the location and the types of fire																					
extinguishers and other fire safety equipment;																					
demonstrate knowledge of the procedures for using																					
fire extinguishers and other fire safety equipment.																					
Identify the location and use of eye wash stations.																					
Identify the location of the posted evacuation routes.																					
Comply with the required use of safety glasses, ear																					
protection, gloves, and shoes during lab/shop																					
activities.																					
Identify and wear appropriate clothing for lab/shop																					
activities.																					
Secure hair and jewelry for lab/shop activities.																					
Demonstrate awareness of the safety aspects of																					i
supplemental restraint systems (SRS), electronic																					i
brake control systems, and hybrid vehicle high																					i
voltage circuits.																					
Demonstrate awareness of the safety aspects of high																					i I
voltage circuits (such as high intensity discharge																					i I
(HID) lamps, ignition systems, injection systems,																					i I
etc.).																				igsquare	
Locate and demonstrate knowledge of safety data																					i l
sheets (SDS).																					

Tools and Equipment	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Identify tools and their usage in automotive																					
applications.																					
Identify standard and metric designation.																					
Demonstrate safe handling and use of appropriate																					
tools.																					
Demonstrate proper cleaning, storage, and																					
maintenance of tools and equipment.																					
Demonstrate proper use of precision measuring tools																					
(i.e. micrometer, dial-indicator, dial-caliper).																					
Preparing Vehicle for Service	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Identify information needed and the service																					
requested on a repair order.																					
Identify purpose and demonstrate proper use of																					
fender covers, mats.																					
Demonstrate use of the three C's (concern, cause,																					
and correction).																					
Review vehicle service history.																					
Complete work order to include customer information,																					
vehicle identifying information, customer concern,																					
related service history, cause, and correction.																					
Preparing Vehicle for Customer	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	Α
Ensure vehicle is prepared to return to customer per																					
school/company policy (floor mats, steering wheel																					
cover, etc.).																					