

Vehicle, Customer, and Service Information

Student/Intern information:

Name _____ Date _____ Class _____

Vehicle used for this activity:

Year _____ Make _____ Model _____

Odometer _____ VIN _____

Learning Objective/Task	CDX Tasksheet Number	2017 MAST NATEF Reference Number; Priority Level
• Proper vehicle identification information: Define the use and purpose of the VIN, engine numbers, and data code; locate the VIN, and apply knowledge of VIN information.	N/A	N/A
• Identify information needed and the service requested on a repair order.	C472	OC1; RS
• Demonstrate use of the three Cs (concern, cause, and correction).	C474	OC3; RS
• Review vehicle service history.	C475	OC4; RS
• Complete work order to include customer information, vehicle identifying information customer concern related service history, cause, and correction	C590	OC5; RS

Time off _____
Time on _____
Total time _____

Materials Required

- Vehicle
- Service information
- Completed repair order assigned by your instructor
- Several repair orders for the same vehicle from repairs/services performed over an extended period of time
- Scheduled maintenance chart for this vehicle
- Blank repair order

Some Safety Issues to Consider

- Comply with personal and environmental safety practices associated with clothing; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with local, state, and federal safety and environmental regulations.

Performance Standard

0—No exposure: No information or practice provided during the program; complete training required

1—Exposure only: General information provided with no practice time; close supervision needed; additional training required

- 2–Limited practice:** Has practiced job during training program; additional training required to develop skill
- 3–Moderately skilled:** Has performed job independently during training program; limited additional training may be required
- 4–Skilled:** Can perform job independently with no additional training