

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
• Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.	C885	1A1; P-1
• Research vehicle service information including fluid type, internal engine operation, vehicle service history, service precautions, and technical service bulletins.	C002	1A2; P-1
• Identify service precautions related to service of the internal combustion of a hybrid vehicle.	C900	1A9; P-2
• Practice Task: Demonstrate the use of the three Cs (concern, cause, and correction).	N/A	N/A

Time off _____

Time on _____

Total time _____

Materials Required

- Blank work order
- Vehicle with available service history records
- Depending on the type of concern, special diagnostic tools may be required. See your supervisor/instructor for instructions to identify what tools may be required.
- Vehicle service information

Some Safety Issues to Consider

- Diagnosis of this fault may require test-driving the vehicle on the school grounds. Attempt this task only with full permission from your instructor and follow all the guidelines exactly.
- When running any vehicles in the shop, make sure you use the shop's exhaust ventilation system to discharge all exhaust gas safely outside.
- Lifting equipment such as vehicle jacks and stands, vehicle hoists, and engine hoists are important tools that increase productivity and make the job easier. However, they can also cause severe injury or death if used improperly. Make sure you follow the manufacturer's operation procedures. Also, make sure you have your supervisor's/instructor's permission to use any particular type of lifting equipment.
- 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