

► TASK Demonstrate use of the three Cs (concern, cause, and correction).

MAST
OC3

Time off _____

Time on _____

Total time _____

CDX Tasksheet Number: C474

- 1. Using the following scenario, write up the three Cs as listed on most repair orders. Assume that the customer authorized the recommended repairs.**

A customer complains that his vehicle is leaving what looks like oil spots on the landlord's driveway after he ran over something in the road a few days ago. You check the engine oil find that it is about 1/2 a quart low, but looks pretty clean, like it was changed recently. The engine oil life monitor indicates 92% oil life remaining. You safely raise and secure the vehicle on the hoist. While visually inspecting the underside of the vehicle, you notice oil dripping off of the engine oil drain plug. Checking the torque of the drain plug shows that the drain plug isn't loose. Closer inspection reveals a shiny spot on the aluminum oil pan near the drain plug. There is a small crack in the oil pan that is seeping oil and dripping slowly off of the drain plug.

- 2. Concern/complaint:**

- 3. Cause:**

- 4. Correction:**

- 5. Have your supervisor/instructor verify satisfactory completion of the previous answers, and any necessary action(s) recommended.**

Performance Rating

CDX Tasksheet Number: C474

0

1

2

3

4

Supervisor/instructor signature _____ Date _____