

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

**Additional Task**

Time off \_\_\_\_\_

Time on \_\_\_\_\_

Total time \_\_\_\_\_

**CDX Tasksheet Number: N/A**

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 compact vehicle is brought to your shop with an automatic transaxle concern. The customer tells you that the transmission started slipping a couple of days ago, and it is getting worse. You road test the vehicle and notice that it is slipping in all gears when under moderate load. You pull the vehicle onto a rack and find the following:

- a. The vehicle has 122,000 miles on it, but is in good condition otherwise.
- b. The transmission fluid is dark and smells burnt. The fluid is about two pints too low, but topping it off does not stop the vehicle from slipping when it is stall-tested.
- c. The transmission-pan gasket and both axle seals are seeping heavily.
- d. With the pan removed, there is a lot of band and clutch material in the bottom, but very few metal filings.
- e. The transmission mount is torn.
- f. Both outer CV joint boots are badly cracked and just starting to leak grease, but the joints are still good.

**NOTE** Ask your instructor whether you should use a copy of the shop repair order or the three Cs here to record this information.

**2. Concern:**

**3. Cause:**

**4. Correction:**

5. Other recommended service:

6. Have your supervisor/instructor verify satisfactory completion of this task, any observations found, and any necessary action(s) recommended.

**Performance Rating**

**CDX Tasksheet Number: N/A**

**0**

**1**

**2**

**3**

**4**

Supervisor/instructor signature \_\_\_\_\_ Date \_\_\_\_\_