

► TASK Demonstrate the use of the three Cs (concern, cause, 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 vehicle is brought to your shop with a steering or suspension concern. The customer tells you that the vehicle has been pulling to the right ever since he hit a big pothole on a recent trip. The vehicle also has a vibration that is very noticeable when driving and is getting worse. He would like an estimate before the end of the day, because he will be leaving on a two-week vacation in the morning, and he would like the vehicle repaired while he is away. You test-drive the vehicle to verify the concerns, pull the vehicle up on the alignment hoist, and find the following:

- a. The tires are only a few months old, but the right front tire has broken belts as evidenced by the bulge in one edge.
- b. The right front wheel has a bent flange.
- c. The wheel alignment machine shows improper toe-out on turns that, upon further inspection, are shown to be caused by a bent right front steering arm on the steering knuckle.
- d. The rear struts are excessively worn and don't dampen like they should.
- e. The vehicle is about 1000 miles past its scheduled oil and filter change.
- f. The serpentine belt is showing excessive wear.

NOTE Ask your instructor if you should use the shop's repair order to complete this task, or the three Cs listed here.

2. Concern/complaint:

3. Cause:

4. Correction:

5. Other recommended service:

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

Performance Rating

CDX Tasksheet Number: N/A

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Supervisor/instructor signature _____ Date _____

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