

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

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 brake concern. The customer tells you that the brakes make a grinding noise that comes from the front wheels when the brakes are applied. The vehicle has been doing this for about two weeks, but the customer was too busy to bring the car in for repairs. You remove the wheels, inspect all of the brakes, and find the following:
 - a. The brake pads on the left front are worn down to metal and have scored the rotor badly. The rotor is worn down to the point that it is 0.043 of an inch under the minimum specified thickness.
 - b. The right side brake pads are worn well below minimum specifications but have not worn down to metal. The rotor is about 0.040 of an inch thicker than the minimum thickness specified.
 - c. Both front calipers appear to be original and the pistons do not move as freely as they should; the brake fluid is very dark and dirty.
 - d. The rear brake shoes are in like-new condition, but wet with brake fluid.

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/complaint:

3. Cause:

4. Correction:

5. Other recommended service:

Time off _____

Time on _____

Total time _____

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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