

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

**Additional Task**

**CDX Tasksheet Number: N/A**

Time off	_____
Time on	_____
Total time	_____

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 an electrical concern. The customer tells you that the battery has been going dead for the last few days, but jump starting it would allow him to drive the vehicle. He also said he replaced the battery with a new one, but that didn't solve the problem. You inspect the vehicle and find the following:

- a. The alternator puts out less than half of the current flow at which it is rated. A check of the diodes show shorted diodes, causing a key-off battery drain.
- b. The battery appears to be new and, once charged, passes the capacity test.
- c. The serpentine drive belt appears old, glazed, and excessively cracked.
- d. The starter draw test shows that the starter is drawing the specified amperage; it sounds normal when cranking the engine.
- e. The right front low beam headlamp is burned out.
- f. The battery hold-down is missing.

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

**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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