

► TASK Demonstrate 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 late model vehicle with 114,000 miles and equipped with an expansion-valve style HVAC system is brought into your shop with an A/C concern. The customer tells you that the A/C has not worked for the past several days. You perform a preliminary check and notice that the compressor clutch does not engage when moving the A/C controls to maximum cold with the A/C fan on high. Further testing shows the following:

- a. Normal static pressure in the system
- b. An open compressor clutch winding
- c. A dirty cabin air filter
- d. An excessively cracked engine serpentine belt
- e. A lightly leaking water pump seal
- f. A coolant freeze point of 20°F (−6°C)

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:

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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