

**► 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 vehicle has been brought to your shop with an engine performance/driveability concern. The customer tells you that the vehicle used to run rough only when accelerating up a hill but now it is running rough when accelerating even lightly. The MIL light also blinks when the engine is running rough. The customer thought it was bad gas, but after that tank ran out, the customer refilled it with good gas from a very reputable station and it still runs rough even after using half a tank. The customer authorizes your shop to perform a diagnosis and you find the following:

- a. P0305–Engine misfire on cylinder #5.
- b. #5 spark plug boot is leaking high voltage to the cylinder head under light load.
- c. All of the spark plugs are moderately worn.
- d. All of the spark plug wires are original. The vehicle is about 8 years old and has nearly 100,000 miles on it.
- e. Cylinder relative compression is within specifications.
- f. The air filter is dirty.
- g. The oil change is almost 1000 miles and 2 months overdue.
- h. The oil seals and gaskets look to be in good shape with no leaks.
- i. The water pump seal is starting to seep coolant and the coolant is a bit dirty.
- j. The belts look like they have been replaced recently.

**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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