

## CDX Tasksheet Number: MHTS025

### Student/Intern Information

Name \_\_\_\_\_ Date \_\_\_\_\_ Class \_\_\_\_\_

### Vehicle, Customer, and Service Information

Vehicle used for this activity:

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Odometer \_\_\_\_\_ VIN \_\_\_\_\_

### Materials Required

- Vehicle
- Service information
- Completed repair order assigned by your supervisor/instructor
- Several repair orders for the same vehicle from repairs/services performed over an extended period of time
- Scheduled maintenance chart for this vehicle
- Blank repair order

### Task-Specific Safety Considerations

- Shop rules and procedures are critical to your safety. Please give these your utmost attention.

► **TASK** Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.

**MHT**  
**VS05**

**Student Instructions:** Read through the entire procedure prior to starting. Prepare your workspace and any tools or parts that may be needed to complete the task. When directed by your supervisor/instructor, begin the procedure to complete the task and check the box as each step is finished. Track your time on this procedure for later comparison to the standard completion time (i.e., "flat rate" or customer pay time).

Time off \_\_\_\_\_

Time on \_\_\_\_\_

Total time \_\_\_\_\_

Procedure:	Step Completed
<p>1. Use your company's repair order to complete this task.</p> <p>Fred Smith brings in a 2008 Hyundai Santa Fe AWD, with a 3.3 L engine, automatic transmission, 72,426 miles on the odometer, silver paint, VIN 5NMSH73E28H192794. It needs some work before going on a 3000-mile trip. He would like an estimate of repairs needed and has agreed to let your technician inspect the vehicle while you write up the repair order. He gives you the following information:</p> <ul style="list-style-type: none"> <li>• Home address: 1234 NE Main Street, Anytown, CA 13579</li> <li>• Cell phone: (111) 222-1234</li> <li>• Work phone: (111) 333-4567</li> <li>• Vehicle license number: CDX-111</li> </ul>	<input type="checkbox"/>
<p>2. The customer listed the following concerns/complaints:</p> <ul style="list-style-type: none"> <li>• Small oil leak from under the engine.</li> <li>• Small coolant leak from under the engine.</li> <li>• Squealing noise coming from the front brakes.</li> </ul>	<input type="checkbox"/>
<p>3. The technician found the following conditions:</p> <ul style="list-style-type: none"> <li>• Both valve covers have leaking gaskets.</li> <li>• The water pump is leaking from the shaft and the bearing is worn.</li> <li>• The front brake pads are worn down to the wear indicators, the rotors are a bit under specifications, and the calipers are starting to seep brake fluid past the caliper piston seal and need to be replaced.</li> </ul>	<input type="checkbox"/>
<p>4. Complete the repair order as if all tasks were completed, including parts, their cost, and labor.</p>	<input type="checkbox"/>

<b>Non-Task-Specific Evaluations:</b>	<b>Step Completed</b>
1. Tools and equipment were used as directed and returned in good working order.	<input type="checkbox"/>
2. Complied with all general and task-specific safety standards, including proper use of any personal protective equipment.	<input type="checkbox"/>
3. Completed the task in an appropriate time frame (recommendation: 1.5 or 2 times flat rate).	<input type="checkbox"/>
4. Left the workspace clean and orderly.	<input type="checkbox"/>
5. Cared for customer property and returned it undamaged.	<input type="checkbox"/>

Student signature \_\_\_\_\_ Date \_\_\_\_\_

**Comments:**

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

**Evaluation Instructions:** The scoring box below is intended to act as a guide for both student and supervisor/instructor. Each criterion listed will help students to understand what is expected of them and help supervisors/instructors articulate the level of success at a particular task. The scoring is set up to allow a second attempt at each task (see the Test and Retest columns). Scoring is also designed to award students points only for task criteria that were completed correctly. Points are lost for failure to complete the employability requirements (see Non-Task-Specific Evaluation criteria). When all criteria are evaluated, tally the points for a total at the bottom of each column.

## Tasksheet Scoring

	Test		Retest	
Evaluation Items	Pass	Fail	Pass	Fail
Task-Specific Evaluation	(1 pt)	(0 pts)	(1 pt)	(0 pts)
Student included customer contact information on repair order.				
Student included vehicle information on repair order.				
Student accessed service history and identified any related repairs.				
Student provided detailed descriptions for the customer concern, root cause of the concern, and the action taken to repair the vehicle.				
Non-Task-Specific Evaluation	(0 pts)	(-1 pt)	(0 pts)	(-1 pt)
Student successfully completed at least three of the non-task-specific steps.				
Student successfully completed all five of the non-task-specific steps.				
<b>Total Score:</b> <total # of points/4 = %>				

### Supervisor/Instructor:

Supervisor/instructor signature \_\_\_\_\_ Date \_\_\_\_\_

### Comments:

Retest supervisor/instructor signature \_\_\_\_\_ Date \_\_\_\_\_

### Comments: