

Time off _____

Time on _____

Total time _____

CDX Tasksheet Number: N/A

1. Using the following scenario, write up the 3 Cs as listed on most repair orders. Assume that the customer authorized the recommended repairs.

A vehicle is brought to your shop with a steering or suspension concern. The customer tells you that the vehicle has been pulling to the right ever since he hit a big pothole on a recent trip. The vehicle also has a vibration that is very noticeable when driving and is getting worse. He would like an estimate before the end of the day, because he will be leaving on a two-week vacation in the morning, and he would like the vehicle repaired while he is away. You test-drive the vehicle to verify the concerns, pull the vehicle up on the alignment hoist, and find the following:

- a. The tires are only a few months old, but the right front tire has broken belts as evidenced by the bulge in one edge.
- b. The right front wheel has a bent flange.
- c. The wheel alignment machine shows improper toe-out on turns that, upon further inspection, are shown to be caused by a bent right front steering arm on the steering knuckle.
- d. The rear struts are excessively worn and don't dampen like they should.
- e. The vehicle is about 1000 miles past its scheduled oil and filter change.
- f. The serpentine belt is showing excessive wear.

NOTE Ask your instructor if you should use the shop's repair order to complete this task, or the 3 Cs listed here.

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 _____