

## CDX Tasksheet Number: MHTS023

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

**MHT**  
**VS03**

**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. Using the following scenario, write up the three Cs as listed on most repair orders. Assume that the customer authorized the recommended repairs.</p> <p>A customer complains that his vehicle is leaving what looks like oil spots on the landlord's driveway after he ran over something in the road a few days ago. You check the engine oil and find that it is about 1/2 a quart low, but looks pretty clean, like it was changed recently. The engine oil life monitor indicates 92% oil life remaining. You safely raise and secure the vehicle on the hoist. While visually inspecting the underside of the vehicle, you notice oil dripping off the engine oil drain plug. Checking the torque of the drain plug shows that the drain plug isn't loose. Closer inspection reveals a shiny spot on the aluminum oil pan near the drain plug. There is a small crack in the oil pan that is seeping oil and is dripping slowly off the drain plug.</p>	
<p>a. Concern/complaint.</p>	<input type="checkbox"/>
<p>b. Cause.</p>	<input type="checkbox"/>
<p>c. Correction.</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 used appropriate questions to provide a detailed report of the customer's concern when writing a repair order.				
Student focused on an appropriate customer concern when diagnosing a vehicle.				
Student provided a detailed description of the cause of a given customer concern, complete with results from various tests/procedures performed.				
Student provided a detailed description of measures taken to repair a 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: