



# Vehicle Service Information

Basic Maintenance and Light Repair



# Vehicle Service History



# Service Manuals

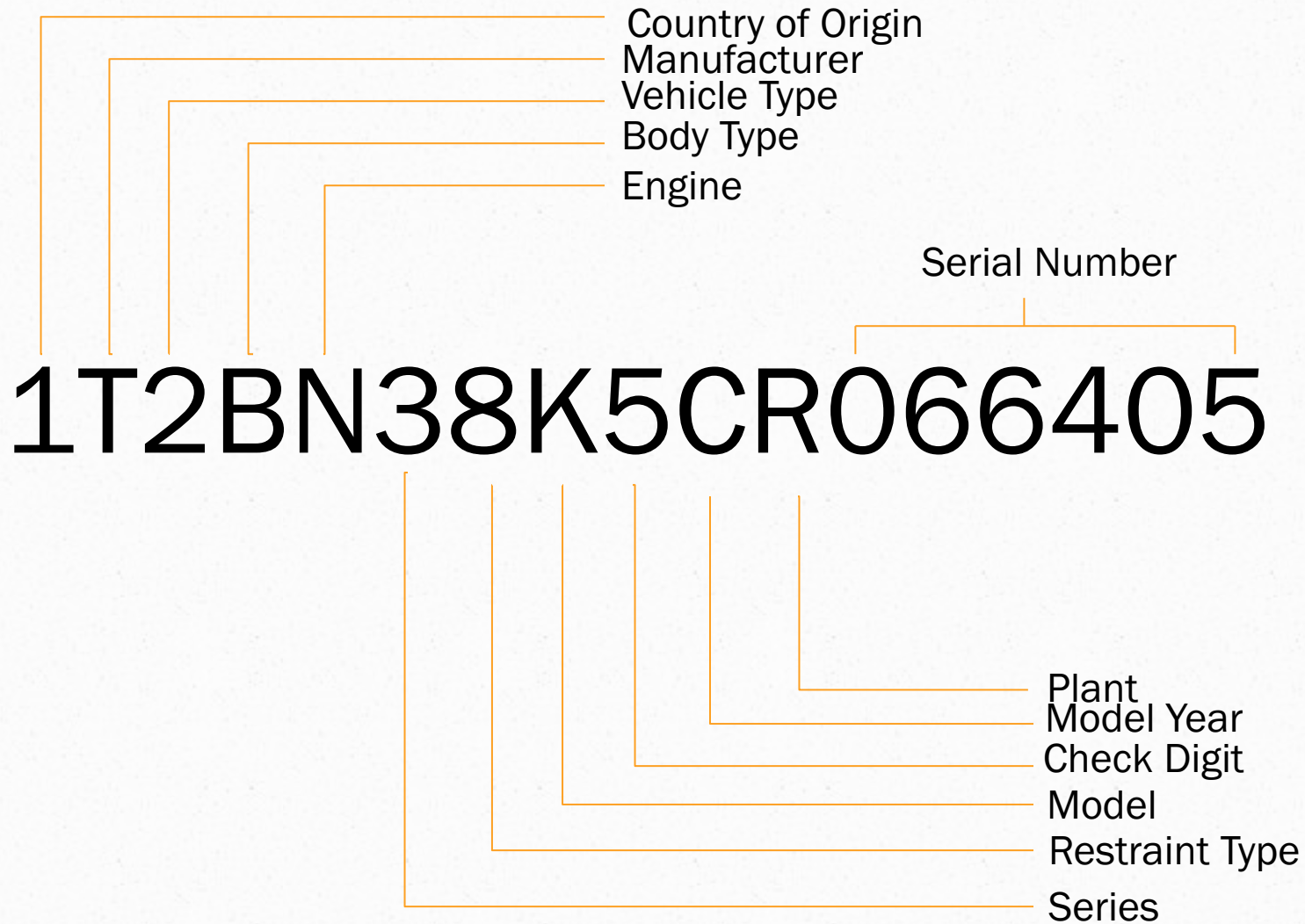
- ◌ Manufacturer's manual
- ◌ Specialized manual
- ◌ General Repair manual



# VIN

- Every car has a unique vehicle identification number (VIN)
- Use this number to access and interpret information for repairs and modifications made to that specific vehicle
- Use the VIN to look up specific parts for that vehicle





# Three C's

Concern, Cause, Correction



# Concern

- The customer's complaint about the problems with their car
- The information received from the customer
- Why listen to the customer?
  - Shows the customers that you care about getting their vehicle fixed correctly
  - It communicates to the technician where to begin looking for the problem

*Credit to Keith E. Cornell - Effingham College and Career Academy*

# Cause

- Technician takes over
- Determine if the customer's complaint is valid
- If the customer's complaint is valid then what needs to be done to fix it
- After cause is determined and price is calculated, the manager will call the customer for authorization of repairs

*Credit to Keith E. Cornell - Effingham College and Career Academy*



# Correction

- o Technician makes the repairs
- o Technician will also follow up with the customer to ensure that problems is fixed
  - o Test drive, scanners

*Credit to Keith E. Cornell - Effingham College and Career Academy*

# Work/Repair Order

# Work Order

- A form used by technicians to record information about a vehicle that is being serviced
  - Contains owner and vehicle information
  - Description of complaint
  - Technician's diagnosis
  - Name/description/price of parts needed
  - Hourly/ total charges
- Also used as a price indicator and invoice



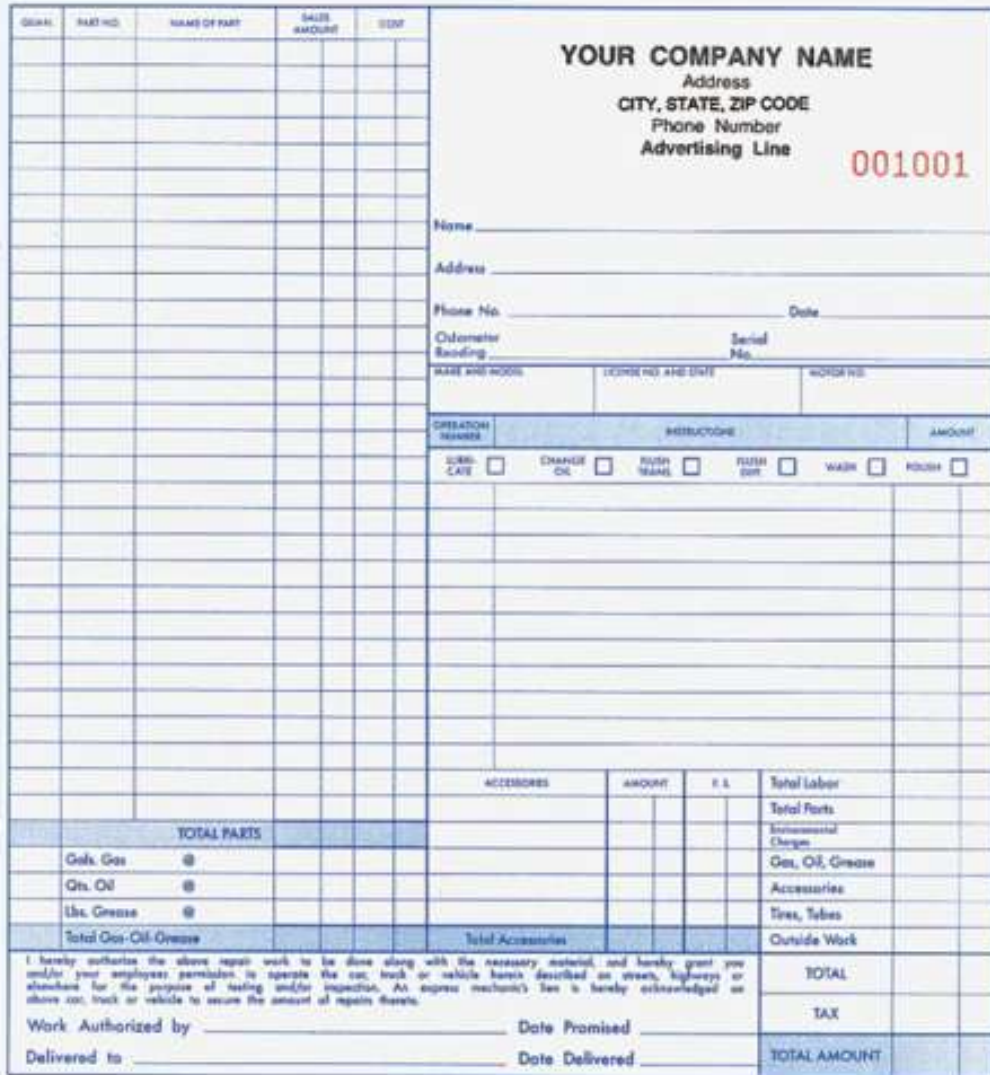


# Total Charges

- Part Price (30% upcharge)
  - Part is originally \$25
  - Upcharge =  $\$25 \times 1.30 = \$32.50$
- Tax
- Supplies
- Fees
- Labor



REPAIR ORDER





# Fender Covers and Mats





# Covers and Mats

- Fender Covers

- Placed over fenders, upper grille, or other body sections to prevent vehicle damage

- Seat Covers

- Placed over seats to protect them from dirt, oil and grease

- Steering Wheel Covers

- Floor Mats

- Latex Gloves





# Vehicle Preparation for Return



# Preparation to Return to Customer

- Gloves, mats and covers are used so no dirt and grease gets on the car
- Adjust the seat back to the customers position
- Ensure the audio/electronics/air/heat have been adjusted back to the where the customer had it or off