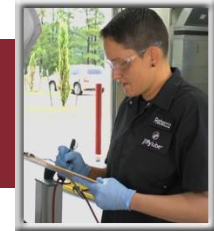


Upper Bay Technician (UBT) — Balanced Procedures OJT / Practice DTOG & Proficiency Examination Lubricar



Date: _____

Trainee: _____

Trainer: _____

Service Center: _____

Preparation	Action/Behavior	Call/Response	Rating
Check the activity board, daily plan or position chart	Review position duties and tasks		1 2 P
Review primary and secondary duties Secondary: Acknowledge customers within 5 feet Secondary: Performs tidies/cleans as assigned	Discuss responsibilities for secondary duties with manager		1 2 P
Dressed in the proper uniform to include the recommended Personal Protective Equipment (PPE)	Clean uniform, shirt tucked in buckle-less belt, personal grooming standards present		1 2 P
At assigned position and ready to serve the customer at scheduled time			1 2 P

Primary Duty and Task	Action/Behavior	Call/Response	Rating
1. Start the Service			
Be ready and positioned at the front of the service bay	Stand 3 feet back and to the side of vehicle stop		1 2 P
Respond to Courtesy Technician	Courtesy Technician will communicate service Await response from Lower Bay Technician before guiding vehicle in.	CT: Signature Service, Tire Rotation, Bay # UBT: Car coming in, Bay # Signature Service, Tire rotation LBT: Thank you, Bay #	1 2 P
Guide vehicle in	Safely positioned from path of vehicle, clear hand signals, properly position vehicle over bay opening		1 2 P
2. Report on Conditions			
Perform front light check including headlight lens condition	Wait until vehicle has come to complete stop Note any lights out on Post It	UBT: Front light - Green	1 2 P
Inspect drivers windshield wiper	Note any unusual condition on Post It	UBT: Drivers wiper - Green	1 2 P
Inspect windshield for chips and cracks	Note any unusual condition on Post It	UBT: Windshield - Green	1 2 P
Record any dash light	Note any dash light on Post It		1 2 P
Inspect rear lights	Note any unusual condition on Post It	UBT: Rear lights - Green	1 2 P
Inspect rear wiper blade	Note any unusual condition on Post It	UBT: Rear wiper - Green	1 2 P
Verify passenger door is unlocked			1 2 P
If tire rotation verify blocks have been set on passenger side			1 2 P
Inspect passenger windshield wiper	Note any unusual condition on Post It	UBT: Passenger wiper - Green	1 2 P
Raise the hood	Place fender covers Secure the hood with prop, as needed		1 2 P
Check / Fill transmission fluid	Engine running unless specified by vehicle manufacturer, in park or neutral as specified by the manufacturer Communicate with Lower Bay Technician and await Response	UBT: Checking transmission fluid, Bay # LBT: Thank you, Bay # If Applicable - UBT: Adding transmission fluid, Bay # LBT: Thank you Bay #	1 2 P

Report on Conditions (cont'd)			
Stop engine	Communicate with Courtesy Technician	UBT: Engine off, Bay # CT: Engine off, Bay #	1 2 P
Check oil level	Check oil level on dipstick, note any unusual conditions, if condition of oil level is No Show notify CSA so CRO505 Flush can be discussed		1 2 P
Remove oil fill cap	Place on or near hood latch		1 2 P
Communicate service		UBT: Signature Service, ready to drain Bay # LBT: Thank you, Bay #	1 2 P
BREAK POINT	Bring in 2nd vehicle and stage if needed		1 2 P
Communicate the correct oil filter, drain plug, canister cap torque, tire lug nut torque (if applicable) and CAF location and removal time	Use the Mighty Catalog to identify the correct oil filter, drain plug torque, canister oil filter torque if applicable and CAF location and removal time	UBT: ___ oil filter, drain plug torque ___ FT LBS, canister cap ___ FT LBS Bay # LBT: ___ oil filter, drain plug torque ___ FT LBS, canister cap torque ___ FT LBS Bay # UBT: CAF located behind glove box 5 minutes CT: Thank you Bay#	1 2 P
Request under vehicle pre conditions from LBT	Record the LBT inspections results	UBT: Lower bay pre conditions Bay # LBT: No unusual Bay #	1 2 P
Check brake fluid level			1 2 P
Test brake fluid	Test brake fluid with test strip		1 2 P
Check coolant level			1 2 P
Check DEF level, if applicable	If not accessible, check dashboard indicators		1 2 P
Inspect belts and hoses			1 2 P
Remove engine air filter	Clean and remove air filter housing, remove and place air filter and additional components on fender cover, clean inside of housing		1 2 P

Report on Conditions (cont'd)			
Verify new oil filter, drain plug and drain plug gasket	Lower Bay Technician sets oil filter and drain plug at front of bay and UBT verifies the filter is correct. Sign oil filter, circle part number and write drain plug torque on filter. Verify the drain plug threads are good and place a new gasket on the drain plug if applicable.		1 2 P
If no tire rotation, complete computer screen and deliver ROC	Gather ROC items and deliver to the CSA for the service review		1 2 P
BREAK POINT	Bring in 2nd vehicle and stage if needed		1 2 P
3. Rotate Tires, If Applicable			
Prepare to lift vehicle	Make sure area is clear of obstacles	UBT: Clear to lift, Bay # CT: Clear to lift, Bay # LBT: Clear to lift, Bay # UBT: Lifting vehicle, Bay # CT: Thank you, Bay # LBT: Thank you, Bay # UBT: Lift is locked, Bay # CT: Thank you, Bay # LBT: Thank you, Bay #	1 2 P
Inspect DF brakes and suspension components	Measure brake pads, check condition of rotor, check shock/strut for leak, check axle boots for tears		1 2 P
Move DR tire to DF	Move DR tire to DF and inspect tire as you roll it. Install with one lug nut at the 6 o'clock position and tighten with hand driven socket. Grab tire from the top and make sure it does not move after tightening		1 2 P
Inspect DR brakes and suspension components	Measure brake pads, check condition of rotor, check shock/strut for leak, check axle boots for tears		1 2 P

Rotate Tires, If Applicable (cont'd)			
Install DF tire in DR location	Pick up DF tire that the CT moved to the rear of the vehicle and install in on the DR location. Install with one lug nut at the 6 o'clock position and tighten with hand driven socket. Grab tire from the top and make sure it does not move after tightening		1 2 P
Inspect PR brakes and suspension components	Measure brake pads, check condition of rotor, check shock/strut for leak, check axle boots for tears		1 2 P
Move PF tire to PR	Move PF tire to PR and inspect tire as you roll it. Install with one lug nut at the 6 o'clock position and tighten with hand driven socket. Grab tire from the top and make sure it does not move after tightening		1 2 P
Inspect PF brakes and suspension components	Measure brake pads, check condition of rotor, check shock/strut for leak, check axle boots for tears		1 2 P
Deliver the ROC before installing the last tire	Record the last brake inspection findings and deliver the ROC to the CSA informing the CSA of any abnormal findings		1 2 P
Install PR tire in PF location	Pick up PR tire that the CT moved to the front of the vehicle and install in on the PF location. Install with one lug nut at the 6 o'clock position and tighten with hand driven socket. Grab tire from the top and make sure it does not move after tightening		1 2 P

Rotate Tires, If Applicable (cont'd)			
Monitor lowering lift		CT: Clear to lower lift, Bay # UBT: Clear to lower lift, Bay # LBT: Clear to lower lift, Bay # CT: Lowering lift, Bay # UBT: Thank you, Bay # LBT: Thank you, Bay #	1 2 P
Perform Tire Rotation Quality Inspection	Using the torque specification from Mighty use a torque wrench to check torque on all lug nuts on all wheels using a star pattern. Communicate after checking each wheel	UBT: Driver front torqued to FT LBS, Bay # CT: Thank you, Bay #	1 2 P
BREAK POINT	Bring in 2nd vehicle and stage if needed		1 2 P
4. Check / Adjust Tire Pressure			
Inflate each tire to proper pressure	Never exceed the maximum pressure rating specified on sidewall. Usually, do not deflate a hot tire		1 2 P
5. Check / Fill Under Hood Fluids			
Communicate "Checking under hood fluids"	Await reply from LBT Check fluids beginning on driver's side with brake fluid in a clockwise pattern	UBT: Checking under hood fluids, Bay # LBT: Thank you, Bay #	1 2 P
Check / Fill battery fluid	Determine battery type, check condition. Note any unusual conditions	UBT: Adding battery fluid, Bay # LBT: Thank you, Bay #	1 2 P
Check / Fill power steering fluid	Clean reservoir/cap using a clean shop towel, verify fluid application. Note any unusual conditions	UBT: Adding power steering fluid, Bay # LBT: Thank you, Bay #	1 2 P
Check / Fill washer fluid	Clean reservoir/cap using a clean shop towel. Note any unusual conditions	UBT: Adding washer fluid, Bay # LBT: Thank you, Bay #	1 2 P
Fill DEF, if purchased	Verify fluid level either in reservoir or by checking dashboard indicator light	UBT: Adding DEF, Bay # LBT: Thank you, Bay #	1 2 P
Fill coolant, if purchased	Clean reservoir/cap using a clean shop towel, verify fluid application. Note any unusual conditions	UBT: Adding coolant, Bay # LBT: Thank you, Bay #	1 2 P

6. Perform installations			
Communicate correct fluid applications to LBT	Respond to LBT requests. Use ESM to look up specific application based on vehicle manufacturer recommendations	LBT: Fluid application, __ Bay # UBT: _____, _____, Bay # LBT: Thank you, Bay #	1 2 P
Respond to "Ready for oil"		LBT: Ready for oil, Bay # UBT: Thank you, Bay #	1 2 P
Add oil	Use correct viscosity, no oil on engine compartment, replace oil cap	UBT: Adding oil, Bay # LBT: Thank you, Bay #	1 2 P
Gather any new ROC items	Filters, wipers, etc.		1 2 P
Install engine air filter			1 2 P
Assist installing cabin air filter	If courtesy is not available. Install CAF		1 2 P
Request under vehicle status		UBT: Under vehicle status, Bay # LBT: Added 1 pint 75w-90 to rear differential, 2 fittings, no unusual conditions, Bay #	1 2 P
Complete checkpoints screen	Include status of all items checked and tire pressure for front and rear tires. If customer has requested tire pressure, note customer's request in comments section. Enter any unusual conditions, such as cracked reservoir, in comments section		1 2 P
Complete and forward the invoice	Make sure CSA / MGR knows to cash out		1 2 P
7. Perform Pressure Check			
Communicate start of pressure check		UBT: Clear to start, Bay #. LBT: Clear to start, Bay #. UBT: Starting, Bay #. LBT: Thank you, Bay #.	1 2 P
Start vehicle	Both feet in vehicle, foot on brake		1 2 P
Check oil pressure	Verify oil pressure Verify LBT waits a minimum of 10 seconds (minimum of 60 seconds for canister filters) before calling System Sealed	UBT: Pressure up, Bay # LBT: System sealed, Bay #	1 2 P

Perform Pressure Check (cont'd)			
If oil filter on top, check oil filter for leaks	While engine is running and being careful of moving parts, check oil filter installed under the hood. The Lower Bay Technician should also check for leaks.		1 2 P
Inspect dashboard indicator lights	Reset Oil Change Indicator Light and any other indicators that are illuminated, such as TPMS		1 2 P
Inspect vacuuming and windows	Verify all floors are vacuumed. Look for items that are misplaced. Check windows for streaks or missed areas.		1 2 P
8. Perform Quality Inspections			
Request quality inspection		UBT: Quality inspection, Bay #	1 2 P
Observe lower bay quality inspection	Crouched position at front of service bay, observe LBT Quality Inspection. Ensure bay covering/net is firmly secured at the front of the service bay	LBT: Wrench on differential plug, tight. Added ___ pints fluid to rear differential. Hand on ___ filter, tight. Wrench on oil drain plug, torque ___ FT-LBS, tight ___ fittings. No unusual conditions. Gasket on old filter. Quality inspection complete, Bay #. UBT: Thank you, Bay #.	1 2 P
Check oil level and add oil if needed		UBT: Adding additional oil, Bay # LBT: Thank you Bay #	1 2 P
Perform upper bay quality inspection	Hand check all caps, dipsticks, remove fender covers, secure the hood prop, lower hood	UBT: All caps tight, dipsticks secure, hood coming down Bay #. LBT: Thank you Bay #.	1 2 P
Test that hood is securely latched	Lift on the hood to make sure it is secure		1 2 P
Clean smudges from work areas	Use a shop towel to clean any smudges		1 2 P
9. Complete the Service			
Guide vehicle out of bay			1 2 P