1. Preparation and Documentation

A. Preparing Vehicle for Service

Task 1 – Repair Order
Identify information needed for the service requested on a repair order.

Task 2 – Vehicle Protection Equipment
Identify purpose and demonstrate proper use of fender covers, floor mats and other vehicle protection equipment.

Task 3 – Pre-Service Evaluation
Conduct an appropriate pre-service evaluation and report or note any concerns not already on the repair order.

Task 4 – TPMS
Determine the presence of a Tire Pressure Monitoring System (TPMS).

Task 5 – Wheel Locks
Determine the presence of wheel locks.

Task 6 – Air Suspension
Determine the presence of an air suspension system.

Task 7- Instrument Panel
Check operation and status of instrument panel warning lights and gauges.

Task 8- Hybrid Vehicle Safety
Identify service and safety considerations for hybrid vehicles.
B. **Locating Information**

Task 1 – Vehicle Identification Number (VIN)
Locate and use the VIN.

Task 2 – Vehicle Information Decals
Locate and use vehicle information placards, decals, tags, as required.

Task 3 – Service Information
Locate and use paper and electronic manuals.

Task 4 – Service Bulletins
Locate and use technical service bulletins (TSBs).

Task 5 – Material Safety Data Sheets (MSDS)
Locate and use material safety data sheets (MSDS).

C. **Tools and Equipment**

Task 1 – Tool/Equipment Usage
Identify tools and equipment and their appropriate usage in automotive applications.

Task 2 – Fastener Identification
Identify standard and metric designation.

Task 3 – Floor Jacks and Jack Stands
Identify and use proper placement of floor jacks and jack stands.

Task 4 – Vehicle Lifts
Identify and use proper procedures for safe lift usage.

Task 5 – Service Pits
Identify and use proper procedures for safe pit usage.

Task 6 – Shop Ventilation
Use proper ventilation procedures for working within the shop area.

Task 7 – Handling Fluids
Use proper handling procedures for automotive fluids.

Task 8 – Cleaning and Lubrication
Use proper chemicals for cleaning and lubrication.
D. Preparing Vehicle for Customer

Task 1 – Vehicle Delivery
Ensure vehicle is prepared to return to customer per company policy (floor mats, steering wheel cover, etc.).

Task 2 – Maintenance Indicators
Reset maintenance indicators.

Task 3 – Instrument Panel
Verify status of instrument panel warning lights and gauges.

Task 4 – Document Services
Complete documentation on services performed.

2. Fluids, Filters, Belts and Hoses Inspection and Service

A. Underhood (Part 1)

Task 1 – General Inspection
Inspect underhood area for leaks, damage, and unusual conditions.

Task 2 – Fluid Types
Determine fluid type requirements and identify fluid.

Task 3 – Engine Oil
Check engine oil level and condition; service as required.

Task 4 – Engine Coolant
Check engine coolant level and condition; service as required.

B. Underhood (Part 2)

Task 5 – Power Steering Fluid
Check power steering fluid level and condition; service as required.

Task 6 – Brake Fluid
Check brake fluid level and condition; service as required.

Task 7 – Hydraulic Clutch Fluid
Check hydraulic clutch fluid level and condition; service as required.
Task 8 – Windshield Washer Fluid
Check windshield washer fluid level and condition; service as required.

Task 9 – Automatic Transmission Fluid
Check automatic transmission fluid level and condition; service as required.

C. Undercar

Task 1 – General Inspection
Inspect undercar area for leaks, damage, and unusual conditions.

Task 2 – Differential/Transfer Case Fluid
Check differential/transfer case fluid level; note unusual conditions; service as required.

Task 3 – Manual Transmission Fluid
Check manual transmission fluid level; note unusual conditions; service as required.

Task 4 – Brake Hydraulic Lines
Inspect brake lines, flexible hoses, and fittings for leaks, dents, kinks, rust, cracks, bulging or wear.

Task 5 – Chassis Lubrication
Lubricate driveline, suspension and steering systems.

Task 6 – Coolant Hoses
Inspect cooling system pipes and hoses for wear, damage, and proper routing.

Task 7 – Oil and Filter
Change engine oil and filter.

D. Filters and Drive Belts

Task 1 – Fuel Filter
Replace inline fuel filters as applicable.

Task 2 – Air Filter
Inspect and replace air filter.

Task 3 – Cabin Air Filter
Inspect and replace cabin air filter.
Task 4 – Drive Belts
Inspect, replace and adjust drive belts; inspect tensioners and pulleys.

Task 5 – Document Services
Document observed damage, unusual conditions, and concerns.

3. Suspension, Tire, and Brake Inspection and Service

A. Suspension Inspection

Task 1 – Struts and Springs
Visually inspect struts, springs, and related components.

Task 2 – Stabilizer Bar
Visually inspect stabilizer bar, bushings, brackets, and links.

Task 3 – Leaf/Coil/Air Springs and Torsion Bars
Visually inspect springs, torsion bars, and related components.

Task 4 – Shock Absorbers
Visually inspect shock absorbers and related components.

Task 5 – CV Boots
Visually inspect constant velocity (CV) axle shaft boots.

B. Tire (Part 1)

Task 1 – TPMS
Identify service considerations when equipped with a Tire Pressure Monitoring System (TPMS).

Task 2 – Nitrogen Inflation
Identify nitrogen-filled tires.

Task 3 – Tire Inspection
Inspect tires; inspect spare and mounting system; check and adjust tire pressure.

Task 4 – Tire Rotation
Rotate tires according to recommendations.

C. Tire (Part 2)

Task 5 – Balancing
Balance wheel and tire assembly.
Task 6 – Mounting
Dismount, inspect, and remount tire on wheel.

Task 7 – Repair
Repair tire according to industry standards.

Task 8 – Wheel Installation
Reinstall wheel; torque wheel fasteners to specification.

D. Brake

Task 1 – Wheel Bearings
Check wheel bearings for play and other signs of wear.

Task 2 – Drum Brakes
Perform a visual inspection of a brake drum system.

Task 3 – Disc Brakes
Perform a visual inspection of a disc brake system.

Task 4 – Parking Brake
Check parking brake operation; check parking brake components for unusual conditions.

Task 5 – Document Services
Document damage, unusual conditions and concerns.

4. Body, Battery, Charging and Electrical Systems Inspection and Service

A. Body

Task 1 – Wiper Blades
Check wiper blades, inserts, and arms; replace wiper blades or inserts

Task 2 – Lubrication
Lubricate door latches and hinges.

Task 3 – Fuel Cap
Inspect fuel cap and seal.
B. Battery

Task 1 – Charging
Charge battery as needed.

Task 2 – Inspection
Inspect and clean battery hold-downs; repair or replace as needed.

Task 3 – Cleaning
Inspect and clean battery and battery cable clamp connections.

C. Charging

Task 1 – Testing
Perform battery, starting, and charging system tests using appropriate tester.

Task 2 – Jump Starting
Start vehicle using an auxiliary power supply.

Task 3 – Electronic Memory
Maintain or restore electronic memory functions if required.

D. Electrical

Task 1 – Fuses
Test and replace fuses; confirm proper circuit operation.

Task 2 – Lamps
Inspect and replace exterior and courtesy lamps.

Task 3 – Document Services
Document damage, unusual conditions, and concerns.

5. Quiz

The quiz includes 40 questions that evaluate your knowledge of the tasks covered in Modules 1-4 of this program. You need to achieve a score of at least 80% in order to earn your Certificate of Completion for the ASE Introduction to Automobile Service Program.