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Top Side Training

Guest Greeting OBSERVE/DO/CERTIFY Checklist

Watch your Service Center Manager (or assigned Trainer) demonstrate the following activities. (After he or she demonstrates an activity, check it off in the Observe column.) Then perform the same activities as the Service Center Manager observes and offers help. After you perform an activity satisfactorily, your Trainer will check it off in the ‘do’ column. Be sure to take notes on any procedures you feel will help you carry out these responsibilities in the future.

The Certify column will be used to note that you have performed the guest greeting procedures perfectly and you are guest service certified on the new VIOC Customer Care Points.

Task 1:

Fast and Friendly Greeting (on the lot)

Activity	Observe	Do	Certify
1. Within 20 seconds pickup a brochure and smile as you greet the guest.	_____	_____	_____
2. Welcome the guest to VIOC by introducing your self and offering assistance. Say: “Hello, my name is Andy. How may I help you today?”	_____	_____	_____
3.	_____	_____	_____

Activity	Observe	Do	Certify
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Provide the guest a brochure and point out the items as you state them.

Say: "Here is a brochure about us and our services. Please notice that our oil change service includes a full service oil change and safety inspection. Here is our VIOC promise and our goal to earn your return by providing the best possible service.

And, on the inside you will see our Valvoline oils and some of the packages we offer."

4. Say: "We have cars in front of you. One of them is just finishing up, so it shouldn't be long before we get you in. Thank you for waiting."

Activity	Observe	Do	Certify
----------	---------	----	---------

- | | | | |
|---|-------|-------|-------|
| 5. Ensure the bay door is open enough to clear the top of the vehicle and bring them in on the tire rotation bay, if available. | _____ | _____ | _____ |
| 6. Smile and look the guest in the eyes. | _____ | _____ | _____ |

CALL OUT: "Clear for Guest, Bay !"

- | | | | |
|--|-------|-------|-------|
| 7. Wait for a response from bottom side. | _____ | _____ | _____ |
| 8. In a friendly manner, use clear hand signals (both arms bending at the elbow) to guide the vehicle into the bay and over the floor opening. | _____ | _____ | _____ |
| 9. Step to the outside corner of the yellow safety line once the front of the vehicle is half way over the floor opening. | _____ | _____ | _____ |
| 10. Acknowledge the guest in a positive manner once in position over the bay (thumbs up, | _____ | _____ | _____ |

Activity

Observe

Do

Certify

“perfect”, “thank
you”, “nice job.”)



Task 1: Fast and Friendly Greeting (in the bay)

Activity	Observe	Do	Certify
1. Ensure the bay door is open enough to clear the top of the vehicle and bring them in on the tire rotation bay, if available.	_____	_____	_____
CALL OUT: "Clear for Guest, Bay !"			
2. Wait for a response from bottom side technician.	_____	_____	_____
3. In a friendly manner, use clear hand signals (both arms bending at the elbow), to guide the vehicle into the bay and over the floor opening.	_____	_____	_____
4. Step to the outside corner of the yellow safety line once the front of the vehicle is half way over the floor opening.	_____	_____	_____
5. Make eye contact and smile.	_____	_____	_____
6. Acknowledge the guest in a positive manner once in position over the bay (thumbs up, "perfect",	_____	_____	_____

Activity	Observe	Do	Certify
<p>“thank you”, “nice job.”)</p> <p>7. Welcome the guest to VIOC by introducing yourself and offering assistance. (ex. “Hello, my name is Andy. How may I help you today?”).</p>			

Task 1: Guest is in the Bay – Greeting Continues

The above lists the Observe/Do/Certify Checklists for Fast and Friendly greeting for both on the lot and in the bay. This is the remaining list after the guest has been greeted and is in the bay. (The number of the Observe, Do, certify steps picks up from the Full Greeting In Bay list.)

Activity	Observe	Do	Certify
<p>8. Say: “Could you please leave your car running and pop the hood so we can get started on your oil change right away.”</p>			
<p>9. Say: “Jim (top-side technician) has checked your transmission and the level is (full/low/sealed/manual) and now we are going to start</p>			

Activity	Observe	Do	Certify
----------	---------	----	---------

your safety inspection with your lights.”

10. Guide the guest through a vehicle light inspection and check: (Use “Please” and “Thank-you” after each check.)
 - a. Headlights
 - b. High Beams
 - c. Turn Signals
 - d. Marker lights
 - e. License plate lights
 - f. Brake lights

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CALL OUT: “Lights checked, Bay !”

11. Say: “May I open your door to scan your VIN and check your tire pressure?” Obtain tire pressure and scan VIN. Inform technician of tire pressure.
12. Say: “At this time, I need to get some information from you. May I have the mileage on your vehicle?”
13. Say: “Great, could you please remove your keys and place them

Activity	Observe	Do	Certify
----------	---------	----	---------

on the dash for safety purposes?"

14. Verify the oil filter on the Check-Chart _____

Screen and CALL OUT: "(oil filter#), Bay !"

15. Verify/Obtain the guest's name and address information. If new guest: ask him or her name and address information and type directly into POS. • _____

16. If existing guest: verify that name, address and phone number is accurate. _____

17. •If fleet guest: also obtain fleet card or booklet. _____

18. Say: "You'll be hearing us communicate back and forth, and we are doing this for accuracy and safety." _____

19. Say: "Here is a brochure about us and our services. Please notice that our oil change service includes a full service oil change and safety inspection. Here is our _____

Activity	Observe	Do	Certify
<p>VIOC promise and our goal to you. And, on the inside you will see our Valvoline oils and some of the packages we offer.”</p> <p>20. Say: “If you have any questions my name is.”</p>			

Task 3: Check Transmission Fluid Level



Once an oil change service has been determined:

- 🔥 Request that the guest pop the hood.
- 🔥 Check the automatic transmission fluid by removing the dipstick, wipe it clean, and then re-insert it all the way to take an accurate reading.
- 🔥 Remove dipstick again to check fluid level.



Some cars with automatic transmission (e.g., Honda) are checked when the car is not running. Chrysler rear-wheel drive vehicles must be checked in neutral. There are other vehicles that also must be checked in neutral. Consult the Check-Chart for the correct recommendation.

CALL OUT: “Transmission checked, Bay!”



Add transmission fluid, if necessary.

- 🔥 Check the dipstick.
- 🔥 Check the Check-Chart Reference Guides or VIOC point of sale system.

CALL OUT: “Adding to transmission, Bay !”



Once the car has been turned off:

- 🔥 Make sure the keys are out of the ignition
- 🔥 Remove the oil cap.

CALL OUT: “Show time, Bay !”



If the vehicle is equipped with a skid plate the bottom-side technician will call out “Skid plate, Bay !” Respond with:

Call Out: “Skid Plate, Bay !”

Inform the CSR that the vehicle has *a skid plate*.

When the bottom-side Technician shows you the new oil filter, verify it is the correct one.

Call Out: “(Oil filter #) Checked, Bay!”

Example: “VO 23 Checked, Bay !”



Need for Speed Tip

Speed Matters. The pace at which you move during an oil change has two dramatic effects on our success. First, when you move faster, services are completed faster, therefore emptying our bays and freeing up space for more oil changes. Second, when guests see you working with a sense of urgency, they are more pleased with our service and convinced that you are doing all you can to help them back to their busy day. Sense of urgency is a spotlight behavior.

Task 4: Remove Air Filter



Remove the air filter cover.







Do not remove the air filter on cars that have less than ten thousand miles or that have had the air filter replaced in the previous ten thousand miles according to our records.



Remove the air filter.



Be careful when working with plastic air filter housings. Over tightening the bolts could cause the housing to strip. If you unplug a sensor during removal, ensure it is reconnected.

-  Prepare the air filter for the CSR to show to the guest during the visual inspection presentation.
-  Replace/install new air filter when the CSR is finished with it.
-  TIPS: • GM MAF sensor:
 -  Little black box mounted to air cleaner or air intake hose.
 -  Usually in the way when getting at a PCV valve.
 -  Be careful to not pull the wires or break the box — the vehicle will not run without it.

Task 5: Test Battery

1. Press the POWER button on the ED- battery analyzer. The analyzer will take approximately eight seconds to boot up while testing the integrity of its software.
2. Select the TEST icon and press ENTER.
3. Select your technician ID. Press ENTER to continue.
4. The Hello screen will appear, showing the total number of tests completed for the month. Press BACK to return to the battery test.
5. Select the location of the battery. The OUT OF VEHICLE option is for a battery that is disconnected from the vehicle. For most VIOC applications, select IN VEHICLE. Press ENTER to continue.
6. Select the battery's post type. Press ENTER to continue.



The preferred test location is at the battery posts. If you select REMOTE, the analyzer may find the test results inconclusive and ask you to test at the battery.

7. Select the BATTERY TYPE. Press ENTER to continue.
8. Select the rating units. The rating units and rating (see step) are printed on the battery label. If the information is unreadable, use the Battery Replacement Guide on the SD card. Press ENTER to continue.
9. Select the rating or, in the case of JIS, the part number. Press the **UP** or **DOWN** ARROW key (or use the numeric keys to enter CCA, CA, or DIN). Scrolling increase and decreases the units by . To increase your scrolling speed, hold the UP or DOWN ARROW key. The default selection is for all rating standards except JIS, which consists of part numbers. The entry range is to except for DIN, which has a range of to . Press ENTER to continue.

10. To measure the battery temperature, aim the ED- IR temperature sensor to inches from the top or side of the battery. The arrow on the top of the housing indicates the sensor's location. When the measured temperature on the display stabilizes, press ENTER.
11. For a more decisive result the analyzer may prompt for additional information. The following messages and instructions may appear before the analyzer displays the results of your test.

System Noise/Check Loads

The analyzer has detected computer or ignition noise, or parasitic drain, and will attempt to retest. Make sure all vehicle loads are off and the ignition is in the off position. The analyzer will automatically retest when it no longer detects the system noise. Beware! You may be testing too close to a noise source, such as a charger or other high-current device.

Unstable Battery

A battery that is very weak or that has just been charged will retain enough electrical activity, which the analyzer has detected, to adversely affect the test results. A fully charged battery should stabilize quickly, after which the analyzer will automatically retest. Weak batteries should be charged and retested.

Was the Battery Charged Before Testing?

For a more decisive result, the analyzer may ask if you are testing the battery before or after fully charging it. If the vehicle has just been driven, select BEFORE CHARGING and press ENTER. The analyzer will resume the test after you make your selection.

Surface Charge Detected

The battery will hold a surface charge if the engine has been running or after the battery has been charged. The analyzer may prompt you to remove the surface charge before it begins testing.

- 💧 Follow the analyzer's instructions indicating when to turn headlights on and off.
- 💧 The analyzer will resume testing after it detects that the surface charge is removed.

Multi-Scan Test

In some cases, the analyzer may need to further analyze the battery to determine whether the battery should be replaced or if it has a chance to be recovered. In these cases, it will conduct a multi-scan test for a few seconds.

12. If the estimated age of the battery is known, press the UP or DOWN ARROW key or use the numeric keys to select the estimated age of the battery in months. To increase your scrolling speed, hold the UP or DOWN arrow key. If the estimated age of the battery is unknown, press the RIGHT ARROW key. The age field will be blank in the display and printed test results.
13. Press the ENTER key to obtain the battery test results. The ED-18 will display the battery analysis. If you've selected the IN VEHICLE test, the first screen displayed will instruct you to press ENTER to continue with the system test or press BACK to the print the results and return to the main menu.

CALL OUT: "Battery checked, Bay!"

Battery Test Results

The first results screen will show GOOD, MARGINAL, or REPLACE and the battery's measured voltage and CCA. The screen includes a curved, three section bar graph representing the battery's condition.

- 🔥 A good battery is represented by a black bar that extends to the right section of the curve. Make no recommendation to the customer.
 - 🔥 A marginal battery is represented by a black bar that extends into the curve's middle section.
 - 🔥 A battery that requires replacement is indicated by a bar that extends only to the curve's first section or is missing.
 - 🔥 The results may read CHARGE & RETEST or FROZEN BATTERY. Take no action in these cases.
14. If the test results read marginal or replace, keep the clamps connected to the battery and press BACK to print the results for the CSR. Let the CSR know that the batter failed the initial test, and that a starter and charging system test are required to determine if the battery is failing.
 15. If the customer agrees to further testing, perform the procedures in the extra services section of this guide when the oil change is complete.

Task 6: Inspect Serpentine Belt

1. Inspect belt for signs of wear. Use a flashlight. Replacement should be recommended when there are three or more cracks per inch or the length of any one crack is longer than $\frac{1}{2}$ the belt width.
2. Check tensioner alignment.

CALL OUT: "Belt checked, Bay !"

Task 7: Check the Wiper Blades and Tires

1. Check driver's side wiper blades.
2. Check driver's side tire pressure. The pressure information should have been provided by the person who performed the greeting.
3. Check the rear wiper blade (if equipped).
4. Check passenger side tire pressure.
5. Check passenger side wiper blade.

CALL OUT: "Tires set, wipers checked, Bay !"

6. Replacement wipers should be recommended when:
 - 🔥 Rubber is torn, badly worn, brittle, cracked, or missing.
 - 🔥 The frame is damaged or bent.
 - 🔥 Rubber is greasy, soft, or lying flat on windshield.
 - 🔥 Blades are streaking, squeaking, chattering, or marking the windshield.
 - 🔥 Blades haven't been replaced in six months.

All fluid checks should be performed in this exact order for the purposes of ensuring consistency.



Need for Speed Tip

It is okay to begin checking the tires and wipers on the side of the car that is most convenient.

WIPER INSTALLATION TIPS

DO

- 🔥 Make sure your hands are clean

DO NOT

- 🔥 Touch the rubber portion of blade

- 💧 Parts are fragile — handle with caution
- 💧 Use a towel to protect the windshield
- 💧 Test new wiper refills or blades by asking the guest to press the wash button during zoom
- 💧 Lay the wiper arm on the windshield without the blade installed
- 💧 Allow the wiper arm to stand up away from the windshield
- 💧 Use excessive force
- 💧 Pry the wiper blades off
- 💧 Test new wiper refills or blades by running the wipers across the dry windshield.

Task 8: Check Brake Fluid Level

1. Check that the brake fluid level is within the maximum and minimum marks in the reservoir.

CALL OUT: “Brake fluid checked, Bay!”

2. If the brake fluid level in the reservoir is low or uneven, note it on the POS or communicate it to the CSR.

VIOC does NOT top off brake fluid. A low fluid level can mean a serious brake problem, like worn brake pads, or a leak in the system.

Task 9: Check Power Steering Fluid Level

1. Check the power steering fluid reservoir or dipstick:
 - 💧 Wipe dipstick, reinsert, and remove again.
 - 💧 Some dipsticks are marked with both HOT and COLD level markings.
2. If low, use Chek-Chart information in the POS system.

If you have to add fluid to the power steering, be sure to Call Out: “Clear to add, Bay !”

CALL OUT: “Power steering checked, Bay !”

Task 10: Check Windshield Washer Fluid Level

Some vehicles also have rear washer reservoirs.

CALL OUT: “Clear for washer fill, Bay !”

1. Fill reservoir with washer fluid.
2. Replace cap immediately before replacing hose.



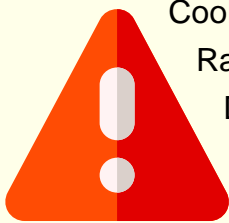
DO NOT confuse the windshield washer reservoir with the coolant reservoir.

DO NOT fill to top of reservoir in freezing weather.

Be careful not to bump or spill fluid on the guest's vehicle.

Task 11: Check the Coolant Level

SAFETY Use extreme caution when vehicles are hot.



Coolant can cause burns

Radiators under pressure can spray hot antifreeze

Do NOT stand directly over the coolant cap or fill hole.

Do NOT remove the radiator caps.

Check the coolant level and test the anti-freeze from the overflow

bottle ON ALL VEHICLES.

1. Before opening the coolant reservoir cap, squeeze the upper radiator hose:
 - 🔥 If too hot or pressure is too great — check antifreeze level during the zoom.

CALL OUT: “Clear for coolant check, Bay !”

2. Wait for bottom-side Technician's response then open the cap using the six-finger method and towel as demonstrated below then proceed with call out.

CALL OUT: “Caps off, Bay !”

3. Check the coolant level in the overflow bottle. The level should be between the “low” and “full” marks. Add the correct coolant if needed.

Vehicles that use extended-life coolants (such as GM's Dex-Cool) should only be flushed or added to with the same type of coolant (Zerex DEX-COOL ® meets this standard). Standard green coolants should not be mixed with these extended-life coolants.

4. IF the guest requests a temperature reading (if the guest does not request this service proceed to step 5)
 - 🔥 Take a sample of antifreeze with a hydrometer.
 - 🔥 Inform the guest of the protection level.
5. Replace the cap immediately after inspecting the cooling system.

Task 12: Install Oil

Some vehicles require that the oil filter be changed from the topside. If the vehicle you are servicing is designed this way, the oil filter should always be changed before new oil is installed in the vehicle. Follow the steps for changing the oil filter as found in this Study Guide under “Bottom-Side Service Procedures” steps 8 through 14. Before loosening the filter, be sure to CALL OUT: “Clear for hot oil, Bay !” and wait for the bottom-side technician to respond.

CALL OUT: “Ready for oil, Bay ?”

1. Wait for the bottom-side Technician to call out: “Ready for oil, Bay !”
2. Verify the proper weight and amount of oil on the Work order.

CALL OUT: “(#) quarts (quality), going in, Bay !”

A typical callout here would be: “5 quarts, DuraBlend going in, Bay !”

3. Install the oil.
4. Immediately replace the oil cap before hanging up the oil gun (This confirms that oil has already been added.)

CALL OUT: “Oil in, ready for seconds, Bay !”



- 🔥 DO NOT leave the oil gun hanging unattended in the vehicle.
- 🔥 On Saab vehicles:
- 🔥 (On some Saabs), the oil filler cap is on a standpipe (also the dipstick).

🔥 This cap must be on tight for the car to run.

🔥 TRIPLE-CHECK this cap on all Saabs

Task 13: Perform Second Check for Bottom-Side Technician

1. Bend over and visually verify bottom-side Technician putting a wrench on the following, as appropriate:
 - 🔥 Oil filter
 - 🔥 Oil drain plug
 - 🔥 Differential/transfer case/manual transmission (only if guest requested a check.)

CALL OUT: “Check!”(As bottom-side technician puts a wrench on each item).

2. Look to see that the old filter and gasket are in the bottom-side Technician's hand.
3. Verify that the correct amount of fittings have been lubed.

CALL OUT: "Seconds complete, clear for zoom, Bay !"

4. Be sure bottom-side Technician calls out "Clear, Bay !"

Task 14: Start Vehicle & Check Oil Pressure

1. Ask the guest to start the vehicle if he or she is sitting in it:

If the guest is not available, start the vehicle yourself. Keep both feet in vehicle. Be sure you sit in the vehicle with your foot on the brake before starting!

Make sure that your hands, uniform, and work shoes are clean, and that there are no tools in your pockets. If this is not the case, ask someone else to start the vehicle for you.



SAFETY: Make sure the bottom-side Technician is completely finished before the second-party check begins.



- 💧 In case of manual transmissions, make sure the vehicle is in NEUTRAL with the brake pedal and clutch pedal depressed.

- 💧 NEVER stand in front of or behind the vehicle when it is being started for zoom.

- 💧 DO NOT reach in through an open window and start a vehicle.

2. Check that the oil pressure light comes on, then goes out OR check that the oil gauge registers oil pressure.

Guest Experience Moment -

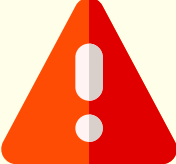
If your guest seems interested in the oil change process ask them if they would like to make the call out listed below. Example: Would you like to be part of the Valvoline team today? Repeat after me loudly, "Oil Pressure Bay ."

CALL OUT: "Oil pressure, Bay!"

3. Listen for bottom-side Technician response.
4. Look in Chek-Chart to see if the vehicle is equipped with an Oil Service Indicator Light.

- 💧 If the vehicle has an Oil Service Indicator Light, explain to the guest that the light needs to be reset manually after every oil change. Step the guest through the process of resetting the light. DO NOT put your hands in the customer's vehicle without permission.
- 💧 Instructions for resetting the light can be found in the following locations:
 - i. Quick Lubrication Guide, Appendix B
 - ii. VIOC Wired, "Superior Service" section (company-owned stores)
 - iii. Viocconnect.com (franchise stores)
- 💧 Document on the POS under "Maintenance Checks" using the appropriate criteria from the drop box.

SAFETY: Depending on the vehicles method of resetting the light, it may be necessary to turn the vehicle off BUT leave the ignition on.



If this is necessary, call out "CLEAR FOR KEY" to inform all that the key is in the ignition and in the 'on' position.

When the key is in the ignition, make sure no one is in front of or behind the vehicle, and the bottom-side technician is off the catwalk.

5. Ask the guest to turn off the vehicle or do it yourself if the guest is unavailable.
6. Wipe the oil dipstick with a towel.
7. Check the oil level.
8. Show the dipstick to the guest and confirm that the proper amount has been added.

Task 15: Top-side Second Check

Wait until the bottom-side technician has called out "Pit cover closed, Bay!" before completing second checks and closing the hood of the vehicle.



If the vehicle has a skid plate, it may be necessary to inform the guest that it must be reinstalled and you will have them on the road momentarily.

1. Conduct a second check under the hood only after you have heard the bottom-side tech CALL OUT: "Pit cover closed, Bay !"
2. Check to make sure that the following are reinstalled properly, moving from the driver to the passenger side of the vehicle:
 - a. Brake cap
 - b. Washer cap

- c. Power steering cap
- d. Oil cap
- e. Coolant cap
- f. Oil stick
- g. Transmission stick
- h. Air filter

CALL OUT: (Order may vary) “Brake cap tight, washer cap tight, power steering cap tight, oil cap tight, coolant cap tight, oil stick down, transmission stick down, air filter secure, seconds complete, ready to roll, Bay !”

- 3. Make sure that the hood prop rod (if equipped) is lowered before closing the hood:
 - a. Carefully close hood with a clean towel.
 - b. Make sure the hood is properly closed.
 - c. Wipe any finger marks or oil spots on outside of vehicle.



Be extremely careful when closing the hood. Be sure the hood prop is down and close gently.

- 4. Make sure the bottom-side technician has completely closed and latched the pit covers after the car has been started.

As the guest drives out, observe under the vehicle for any leaks.



Need for Speed Tip

Being prepared for the next “rush” is key to speedy service times. As soon as the bays are empty use your time to prep for the next service.

- | | |
|---|--|
| <ul style="list-style-type: none"> 🔥 Hand towels stocked 🔥 Tools cleaned and put away 🔥 Extra service equipment emptied of waste and filled with new product 🔥 Clip boards prepared | <ul style="list-style-type: none"> 🔥 Podiums clean and free of clutter 🔥 Trash cans emptied Wiper blades stocked 🔥 Wipe up spills and standing fluids |
|---|--|

These items should be maintained before breaks are taken. What else can you do to prepare to exceed guest expectations?

Task 16: Maintain Top-Side Service Area

1. Make sure the top-side service area is kept clean, neat, and well organized at all times.
2. Clean the guest waiting area:
 - 💧 Make sure that floors, windows, benches, and counter tops are clean at all times.
 - 💧 Organize newspapers and magazines.
 - 💧 Check to make sure signage is on.
3. Wipe up spills immediately.
4. Empty trash barrels as often as possible during the day:
5. Wipe them down regularly to eliminate oil streaks and runs
6. Wipe down and replace tools immediately after each use.
7. Be sure that the floor remains clean throughout the day.
8. Spot-clean the walls as needed.
9. Be sure the restrooms are clean:
 - 💧 Spot-clean and make sure the restrooms are stocked with toilet paper and towels.
 - 💧 .Be sure the lights work and are turned off when not in use.

Dirty, messy Service Centers, especially waiting rooms and restrooms, damage VIOC's reputation for quality service! Make sure your Service Center is kept "guest" clean.

10. Keep work counters and the desk area neat and free of old parts, papers, boxes, and dirty towels:
 - 💧 Guests may judge your Service Center by how the desk area is maintained.
 - 💧 Personal belongings do not belong on the counter or desk.

Grease and oil on vehicles or on guests can result in lost guests and needless guest service failures.

Spotlight Behaviors

Within the full guest service process lie certain behaviors that need to be exhibited to assist you with providing a great experience. These are called "Spotlight Behaviors". Spotlight Behaviors were created to specifically assist you in over delivering on customer expectations.

Spotlight Behaviors Questions

Question: What are spotlight behaviors?

Question: Why should I have to do these behaviors for every customer?

Question: Can you give examples of how spotlight behaviors will exceed customer expectations?

Question: Take a look at the spotlight behaviors and pick one. Write it out and then list what positive impact it will have on the customer.

Test Your Knowledge: Top-Side Test

Before you meet with your trainer, take a moment to test your SuperPro 10 knowledge. Follow the steps below to take the Top-Side test.

Once you have completed the test print the last page that includes your results to give to your trainer during your next training meeting.

Accessing the Course:

Follow the instructions below to access the Top-Side Test course:

- 💧 In the Address line of your internet browser, enter www.learnvalvoline.com.
- 💧 Enter the user name and password provided by your manager.
- 💧 Click the Login button. The VIOC University home page displays.

Taking the Course:

To take the course:

- 💧 Click the Technician header to see available technician-level courses and tests.
- 💧 Click the course title Top-Side Test. The course description displays.
- 💧 Click the Take Course button. The course launches.
- 💧 Take the course and close the course window.
- 💧 To end your session in VIOC University On-line, click the Logout button located in the top right corner of your screen.



Meet with Your Trainer 2

1. Note in the space provided any questions you may have about what you have read, and record the Trainer's answers to those questions.

2. Answer the Trainer's questions about what you have just read.
3. Observe the Trainer performing top-side service tasks. (Use the "Top-Side OBSERVE/DO/CERTIFY Checklist" which begins on the next page.)
4. Do these same tasks yourself while the Trainer observes and offers help. "Top-Side OBSERVE/DO/CERTIFY Checklist" to check off your progress.)
5. Ask your Trainer the following questions. Record your answers in the space provided.

💧 What is the policy if the guest requests a free fluid refill?

💧 What is a reverse pin? On what vehicles are they most commonly found?

6. Date and initial the Progress Chart at the front of the manual. (Be sure your Trainer initials it also.) Then set a time for your next meeting on the line below:

(date/time

Top-Side OBSERVE/DO/CERTIFY Checklist

Task 2: Guide the guest into the Bay

Activity	Observe	Do	Certify
1. Make sure the bay door is open enough to clear the top of the vehicle.	_____	_____	_____
CALL OUT: Clear for Guest, Bay			
2. Use clear hand signals to carefully guide the vehicle into the bay and over the floor opening.	_____	_____	_____
3. Once the vehicle is halfway over the floor opening, move to the driver's side of the vehicle outside the yellow line.	_____	_____	_____
4. Put on required PPE.	_____	_____	_____
CALL OUT: "Transmission checked, Bay !"			
5. Add transmission fluid, if necessary.	_____	_____	_____
CALL OUT: "Adding to transmission, Bay !"			
6. Note added fluid.	_____	_____	_____
CALL OUT: "Show time, Bay !"			
7. If bottom side calls out "Skid plate, Bay !"	_____	_____	_____

Activity	Observe	Do	Certify
----------	---------	----	---------

respond and inform CSR that there is a skid plate present.

CALL OUT: “(Oil filter #) checked, Bay!”

Task 3: Remove Air Filter

- | | | | |
|--|-------|-------|-------|
| 1. Remove the air filter cover | _____ | _____ | _____ |
| 2. Remove the air filter. | _____ | _____ | _____ |
| 3. Prepare the air filter for CSR to show during visual inspection presentation. | _____ | _____ | _____ |

Task 4: Test Battery

- | | | | |
|--|-------|-------|-------|
| 1. Make sure engine is off and keys are removed from the ignition. | _____ | _____ | _____ |
| 2. Connect ED-II tester and Power up. | _____ | _____ | _____ |
| 3. Select TEST icon and press enter. | _____ | _____ | _____ |
| 4. Select your technician ID and press enter. | _____ | _____ | _____ |
| 5. Key requested information into EDII. | _____ | _____ | _____ |
| 6. If additional information is required, | _____ | _____ | _____ |

Activity	Observe	Do	Certify
----------	---------	----	---------

follow prompts from EDII.

- Press enter key to obtain battery test results.

CALL OUT: "Battery checked, Bay !"

- Interpret test results.
- If marginal or replace, press back to print results for CSR.

Task 5: Inspect Serpentine Belt

- Inspect belt for signs of wear (3 or more cracks per inch or any one crack longer than ½ the belt width). Use a flashlight.
- Check tensioner alignment.

CALL OUT: "Belt checked, Bay"

Task 6: Check the Wiper Blades and Tires

- Check driver's side wiper and check /adjust driver side tires.
- Check rear wiper (if equipped).
- Check/adjust passenger side tires and passenger side wiper.

Activity	Observe	Do	Certify
----------	---------	----	---------

- | | | | |
|---|-------|-------|-------|
| 4. CALL OUT: "Tires set, wipers checked, Bay !" | _____ | _____ | _____ |
|---|-------|-------|-------|

Task 7: Check Brake Fluid Level

- | | | | |
|---|-------|-------|-------|
| 1. Check that the brake fluid level is within the maximum and minimum marks in the reservoir. | _____ | _____ | _____ |
| 2. CALL OUT: "Brake fluid checked, Bay !" | _____ | _____ | _____ |
| 3. If low or uneven, note in the POS (or communicate to CSR). | _____ | _____ | _____ |

Task 8: Check Power Steering Fluid Level

- | | | | |
|--|-------|-------|-------|
| 1. Check power steering fluid by removing the dipstick, wiping, reinserting and removing the dipstick. | _____ | _____ | _____ |
| 2. If low, add the recommended power steering fluid. | _____ | _____ | _____ |
| 3. CALL OUT: "Power steering checked, Bay !" | _____ | _____ | _____ |

Activity	Observe	Do	Certify
----------	---------	----	---------

Task 9: Check Washer Fluid Level

1. **CALL OUT:** “Clear for washer fill, Bay_!” _____
2. Fill reservoir with washer fluid. _____
3. Replace cap immediately before hanging up hose. _____

Task 10: Check the Coolant Level, and Test the freeze point

1. Before opening the coolant overflow or reservoir cap, squeeze the upper radiator hose. _____
2. CALL OUT: “Clear for coolant check, Bay !” _____
3. Wait for bottom-side Technician’s response before opening the coolant cap using the -finger method and towel. _____
4. CALL OUT: “Cap’s off, Bay !” _____
5. Take a sample of anti-freeze using the anti-freeze tester. _____
6. Replace the cap immediately after _____

Activity	Observe	Do	Certify
----------	---------	----	---------

inspecting coolant system

Task 11: Install Oil

- | | | | |
|--|-------|-------|-------|
| 1. CALL OUT: "Ready for oil, Bay ?" | _____ | _____ | _____ |
| 2. Wait for the bottom-side Technician to call out: "Ready for oil, Bay ." | _____ | _____ | _____ |
| 3. Verify the proper weight and amount of oil. | _____ | _____ | _____ |
| 4. Install the oil. | _____ | _____ | _____ |
| 5. CALL OUT: "(# quarts) (quality) going in, Bay !" | _____ | _____ | _____ |
| 6. Immediately replace the oil cap before hanging up the oil gun. | _____ | _____ | _____ |
| 7. CALL OUT: "Oil in, ready for seconds, Bay !" | _____ | _____ | _____ |

Task 12: Perform Second Check for Bottom-Side Technician

- | | | | |
|--|-------|-------|-------|
| 1. Bend over and visually verify bottom-side. Technician putting | _____ | _____ | _____ |
|--|-------|-------|-------|

Activity	Observe	Do	Certify
wrench on the following: <ul style="list-style-type: none"> 🔥 Oil filter 🔥 Oil drain plug 🔥 Differential/trans-fer case/manual transmission 			
2. CALL OUT: "Check!" (As bottom-side Technician puts a wrench on each item).	_____	_____	_____
3. Look to see that the old filter and gasket are in the bottom-side Technician's hand.	_____	_____	_____
4. Verify that the correct numbers of fittings have been lubed.	_____	_____	_____
5. CALL OUT: "Seconds complete, clear for zoom, Bay !"	_____	_____	_____

Task 13: Start Vehicle

1. Be sure bottom-side Technician calls out: "Clear, Bay !"	_____	_____	_____
2. Ask the guest to start the vehicle if he or she is sitting in it.	_____	_____	_____
3. If the guest is unavailable, start it yourself	_____	_____	_____

Activity	Observe	Do	Certify
following the written procedures on page .			
4. Check that the oil pressure light comes on, and then goes out, OR, check that the oil gauge registers oil pressure.	_____	_____	_____
5. CALL OUT: "Oil pressure, Bay !" (or ask guest to)	_____	_____	_____
6. Listen for bottom-side Technician response.	_____	_____	_____
7. Reset the Oil Service Indicator Light – if applicable.	_____	_____	_____
8. Ask guest to turn off vehicle or do it yourself.	_____	_____	_____
9. Wipe the oil dipstick with a towel.	_____	_____	_____
10. Check the oil level.	_____	_____	_____
11. Show the dipstick to the guest.	_____	_____	_____
12. Confirm that the proper amount has been added.	_____	_____	_____

Task 14: Conduct Second Check

1. After the skid plate is secure and the pit _____

Activity	Observe	Do	Certify
<p>cover is closed, perform a second check under the hood.</p> <p>2. Check to make sure that the following are reinstalled properly, moving from the driver to the passenger side of the vehicle:</p> <ul style="list-style-type: none"> 💧 Washer cap 💧 Brake cap 💧 Oil dipstick 💧 Power steering cap 💧 Air filter 💧 Coolant cap 💧 Transmission dipstick 💧 Oil cap 			
<p>3. CALL OUT (ORDER MAY VARY): "Brake cap tight, washer cap tight, power steering cap tight, oil cap tight, coolant cap tight, oil stick down, transmission stick down, air filter secure, seconds complete, ready to roll, Bay !"</p>			
<p>4. Make sure that the hood prop rod (if equipped) is lowered</p>			

Activity	Observe	Do	Certify
before closing the hood.			
5. Make sure the hood is properly closed.	_____	_____	_____
6. Wipe any finger marks or oil spots on outside of vehicle.	_____	_____	_____
7. Check to make sure the pit covers have been closed following the zoom.	_____	_____	_____

Task 15: Maintain Top-Side Service Area

1. Make sure the top-side service area is clean, neat, and well-organized.	_____	_____	_____
2. Clean the guest waiting area.	_____	_____	_____
3. Wipe up spills.	_____	_____	_____
4. Empty and wipe down trash barrels.	_____	_____	_____
5. Wipe down and replace tools.	_____	_____	_____
6. Sweep and scrub the floor.	_____	_____	_____
7. Spot-clean the walls.	_____	_____	_____
8. Clean the restrooms.	_____	_____	_____
9. Make sure the restrooms are stocked	_____	_____	_____

Activity	Observe	Do	Certify
with toilet paper and towels.			
10. Be sure the restroom lights work.	_____	_____	_____
11. Keep work counters and the desk area neat and free of old parts, papers, boxes and dirty towels.	_____	_____	_____



Top-Side Call Outs

- 💧 “Clear for Guest, Bay!”
- 💧 “Transmission checked, Bay!” or “Adding to transmission, Bay!”
- 💧 “Showtime, Bay!”
- 💧 “Skid Plate, Bay!” (Only in response to bottom-side)
- 💧 “(Oil filter #) checked, Bay!”
- 💧 “Battery checked, Bay!” “Belt checked, Bay!”
- 💧 “Tires set, wipers checked, Bay!”
- 💧 “Brake fluid checked, Bay!” “Power steering checked, Bay!”
- 💧 “Clear for washer fill, Bay!”
- 💧 “Clear for coolant check, Bay!”
- 💧 “Cap’s off, Bay!”
- 💧 “Ready for oil, Bay?”
- 💧 “(# Quarts) (quality) going in, Bay!”
- 💧 “Oil in, ready for seconds, Bay!”
- 💧 “Check!” (As bottom-side Technician puts a wrench on each item).
- 💧 “Seconds complete, clear for zoom, Bay!”
- 💧 “Oil pressure, Bay!”

Part 3: Bottom-Side Service Procedures

Tasks:

1. Perform bottom-side basic service
2. Maintain bottom-side service area

- As you study the bottom-side procedures, be sure to note any questions that you may have on the Meet with your Trainer 3 and ask them during your meeting with the Trainer at the end of this chapter.
- Based on the needs of your Service Center, you may start your Technician training with either Bottom-Side Service Procedures or Top-Side Service Procedures.
- Bay is used as an example throughout this manual; you would call out “Bay 1,” “Bay 2,” “Bay 3,” or “Bay 4,” depending on the bay you’re working in at the time.

➤ For your safety, and the safety of your coworkers, it is important that you listen for top-side call-outs as you perform your bottom-side procedures. When the top-side technician asks you to stand clear, such as to check the cooling system, you must always respond with “Clear, Bay!” using the correct bay number.

If at any time service cannot be completed due to a service failure or interrupted service, top-side and bottom-side technicians must immediately go to second checks and close the pit covers.

Task 1: Perform Bottom-Side Basic Service

1. Stand off the catwalk as the vehicle enters the bay.
2. Wait for the top-side Technician to call out: “Show time, Bay!”
3. Before you begin:
4. Prior to stepping on the catwalk, put your safety glasses, bump hat and gloves on when you enter the pit area.
5. Unlatch and pull back pit cover.
6. If the vehicle has a skid-plate, CALL OUT: “**Skid-plate, Bay!**”
7. to inform the CSR that the process will take longer.
8. Inspect the underside of the vehicle to make sure everything looks all right. **if something is wrong notify the keyholder in charge immediately:**
9. Check for damage and dents to the oil pan.
10. Check for leaks around the oil plug, oil filter or anywhere under the vehicle.
11. Check for damaged skid plates.
12. Check for missing skid plate fasteners.

➤ If the skid plate is missing fasteners and you don’t have matching fasteners to replace them, inform the CSR so we may advise the customer about the need to use a zip tie for repair.

➤ If the vehicle has a skid plate it **MUST** be removed to prevent frame oil from occurring. The only acceptable exception to this rule is if the skid plate has a “trap door” that allows direct access to the oil filter. In this situation, follow these steps: (If this situation doesn’t occur advance to the next step)

- 💧 If necessary, ask another technician for help with the skid-plate.
- 💧 Have the technician hold the skid-plate in place while you remove the bolts.
- 💧 Use socket or other appropriate tool to remove all fasteners.
- 💧 If there are zip ties holding the skid plate in place:

- 🔥 Remove the zip ties with wire cutters or pliers.
- 🔥 Notify the CSR that the vehicle came in with zip ties securing the skid plate.
- 🔥 Place ALL fasteners in a container so they don't get lost.

➤ Lubricate all of the following components on the chassis/driveline, if applicable, working from the driver's side to the passenger side:

- 🔥 Upper ball joints
- 🔥 Lower ball joints
- 🔥 Outer tie rod ends
- 🔥 Inner tie rod ends
- 🔥 Idler arm
- 🔥 Pitman arm
- 🔥 U-joints
- 🔥 Slip yolk (drive shaft splines)

➤ To lubricate a fitting:

- 🔥 Wipe the fitting clean.
- 🔥 Push the grease gun tip straight onto the fitting.
- 🔥 Hold the tip firmly in place and squeeze trigger.
- 🔥 Be careful to prevent damage to seals by overfilling.
- 🔥 Wipe off any excess grease from the fitting after greasing.

CALL OUT: “(#) fittings lubed, Bay!”

Notify the top-side Technician if a fitting is missing or did not take grease. The top-side Technician will inform the guest, and the CSR will make sure it is recorded on the invoice.

TIPS:

- A. If you have trouble reaching a fitting:
 - i. Attach either a 90 degree or needle adapter to the grease gun tip.
- B. Apply grease until the old grease and moisture is forced out on these components:
 - i. Tie rod ends
 - ii. Pitman arm
 - iii. Idler arm

- iv. Slip yolk
- C. On U-joints, apply a quick shot of grease until you hear a “crackle”.
- D. Always check the drive shaft and rear suspension for fittings.
- E. On upper and lower ball joints, apply grease until the sealed grease cup expands.
 - i. Be careful not to over-grease upper ball joints.
 - ii. Always wipe up excess grease. It can come in contact with brake parts and cause brake failure.
- F. Grease fittings can be found on some drive shaft U-joints. To lubricate this type of fitting:
 - i. Push the needle type attachment nozzle against the center of the fitting.
 - ii. Maintain a constant pressure while applying grease to the fitting.
 - iii. Apply grease carefully until grease escapes out of the joint.
- G. Some vehicles have permanently sealed greased fittings:
 - i. For example, Mercedes-Benz, Toyotas, etc.
 - ii. Check for replacement fittings.
 - iii. Check the U-joint on the drive shaft.

➤ When the CSR or topside technician calls out the correct oil filter number to be used on the vehicle, respond with:

CALL OUT: “(Oil filter #), Bay !”

- 💧 Make sure that the oil filter is in stock.
- 💧 If it is out of stock, notify the manager in charge immediately.

➤ To prevent frame oil, refer to the photos below and follow the instructions:

Bottom-Side Oil Filter

Place shop towels along any part of the frame or crossbeams that are directly below the drain plug and/or oil filter.

Top-Side Oil Filter

Place a shop towel below the filter to catch excess oil when the filter is removed

➤ Slide the rolling drain pan in position to catch the draining oil. Use an oil deflector as necessary to direct oil away from vehicle’s frame or skid plate and into the rolling drain pan.



SAFETY: Engine oil is hot!

Beware of hot exhaust pipes. Use burn sleeves and gloves.

Beware of any fluid dripping, such as washer fluid, antifreeze and power steering fluid.

➤ Remove the oil drain plug, using the proper wrench:

💧 Oil will begin to drain

➤ Check the head, threads, and gasket of the drain plug:

💧 If worn, stripped, rounded, or damaged, plug and/or gasket needs to be replaced.

💧 Give the damaged plug and/or gasket to the top-side Technician, and tell him or her that you need to replace the plug.

💧 Top-side Technician will inform guest.

💧 If plug is okay, place the plug and wrench on the drain pan.

CALL OUT: “Drain plug looks good, Bay!”

➤ While oil is draining, loosen the oil filter using the appropriate wrench:

💧 Apply the wrench as close to the filter base as possible.

💧 Use towels to handle hot oil filters.

Right is tight; left is loose.

➤ Remove the oil filter and old gasket:

💧 Check the filter to make sure the gasket is in place.

💧 Turn the oil filter upside down on the drain pan so that it drains.

💧 After you complete second-party checks, dispose of the filter using the proper method.

TIPS:

Be careful that the wrench does not touch the starter wires — you could accidentally cause sparking or short out the wires, damaging the electrical system.

Use a cup wrench or a claw-shaped (removal only) wrench.

Make sure the strap wrench is turned away from the starter.

- 10. Lubricate the gasket on the new filter using new oil:
- 💧 Inspect the gasket for damage and dirt.
 - 💧 Lubricate with your finger only, double checking for dirt and damage.
- 11. Hold the oil filter up so the top-side technician can see it, and request a visual check.

CALL OUT: “(Oil filter #) check, Bay?”

- Wait for top-side technician to visually check the filter and call back “(Oil filter #) checked, Bay!” Once the visual check with the top-side technician is completed, the filter should be installed immediately.
- Check for a double gasket:
- a. Run your finger from the oil filter stud to the outside of the base plate, even if you can see the base plate.

SAFETY: The oil filter base plate is hot and can be sharp!
Make sure that the old gasket is not hanging from the stud.
Check that the oil filter stud isn’t loose.
Be careful not to drag any dirt onto the base plate.

CALL OUT: “(Oil filter #) going on, Bay !”

- Install the new oil filter:
- 💧 After the gasket contacts the base plate, use the filter band or cup wrench to tighten $\frac{3}{4}$ to 1 full turn (see the tips below)
 - 💧 DO NOT over-tighten.
 - 💧 For hard-to-reach filters, you may request second party check immediately.
 - 💧 Be careful when changing plastic cartridge-type oil filters
 - Replace gasket or O-ring every time; they have a tendency to crack.
 - Always check to make sure the gasket or O-ring is properly seated

 Do NOT use a claw or filter pliers to tighten the oil filter; it may damage it.

CALL OUT: “(Oil filter #) tight, Bay !”

- 15. Use a shop towel to wipe off the new oil filter and any excess oil that may have dripped onto the engine, oil pan, or frame when the filter was removed. The photos will help you identify where you might find frame oil.

DO NOT attempt to clean oil from a vehicle with water or windshield washer solvent. Washer fluid is combustible and would create a safety hazard when mixed with oil. Additionally, neither water nor windshield washer fluid are effective in washing away oil because they do not contain detergent. Spraying the frame with water or washer fluid only creates a larger mess.



If you leave oil on the frame, the guest might think the plug or filter is leaking.
(This is a major reason for guest complaints!)

- 16. Install the drain plug, and immediately tighten with the proper wrench:
- 💧 DO NOT finger-tighten.
 - 💧 DO NOT over tighten because you can:
 - 💧 Strip the plug or pan
 - 💧 Crack the gasket
 - 💧 Split the pan
 - 💧 Cause leaks
 - 💧 Use caution not to cross-thread.

TIPS: Other types of drain plugs you may have to work on include:

Honda OEM gasket should be replaced at each oil change

Toggle plug

Hand tighten only

Do not over tighten

Do not use on shallow pans or Volkswagens

CALL OUT: “Drain plug tight; ready for oil, Bay !”

- 17. Conduct the second-party check:
- a) Do not conduct the second party check unless the top-side Technician observes you performing the following:

- b) Hold the proper wrench on all bottom-side units you serviced until the top-side Technician responds “Check”.
- c) During the second-party check, do not further tighten plugs. This could cause them to strip.
- d) Check oil filter.

CALL OUT: “(Oil filter #) tight!”

Check oil drain plug.

CALL OUT: “Drain plug tight!” CALL OUT: “No frame oil!”

Second party checks are only to confirm plugs are in and tight. Do NOT over tighten!

The frame oil call out is to confirm that frame oil has been thoroughly cleaned before the vehicle leaves the bay. Frame oil is not acceptable on any vehicle.

Make the skid plate call out if applicable. Use the same call out for a trap door.

CALL OUT: “(#) fittings lubed!”

- 18. Show the top-side Technician the old filter and gasket.
- 19. Step off the catwalk and stand clear when the top-side Technician calls out, “Clear for zoom, Bay !”

CALL OUT: “Clear, Bay !”

- 20. Step back on the catwalk after the car has been running for 3 seconds.
- 21. Without standing directly under the oil filter, check for leaks around the oil filter and oil drain plug.

CALL OUT: “Good to go, Bay !”

- 22. Once it has been established that there are no leaks around the oil filter or oil drain plug, replace the skid plate following these steps:
 - 💧 Have technician hold the skid-plate in place while you install the fasteners.
 - 💧 Start all of the fasteners with your fingers and dip them in oil prior to tightening with a wrench.
 - 💧 Tighten all fasteners using socket or other appropriate tool.
 - 💧 Be sure not to over tighten any of the fasteners.

🔥 Let top-side know skid plate is secure with the call out, “Skid plate secure, Bay !”

If fasteners are missing from the skid plate and you have a matching fastener in inventory, simply use that to secure the skid plate.



If you do not have a fastener in inventory you may, AS A LAST RESORT, use a zip tie to secure the skid plate. You may ONLY do this after informing the customer that this is necessary. Be sure to trim the tail from the zip tie once secure.

It is never an option to leave the skid plate unsecured.

CALL OUT: “Skid plate secure, Bay !”



23. Return pit cover to fully closed position.



SAFETY: Some pit covers come equipped with a latch. If the covers in your store are equipped with a latch, it should be secure before you make your call out. The yellow, Devon-style pit covers must be touching end-to-end, completely flat, and not overlapping to be closed correctly.

CALL OUT: “Pit cover closed, Bay !”



SAFETY: Stand off the catwalk as the vehicle exits the bay!

Task 2: Maintain Bottom-Side Service Area

1. Make sure the bottom-side service area is kept clean, neat, and well organized at all times.
2. Wipe up spills immediately.
3. Empty trash barrels as often as possible during the day.
 - a. Wipe them down regularly to eliminate oil streaks and runs.
4. Wipe down and replace tools immediately after each use.
5. Drain all used oil filters, and dispose of properly.
6. Sweep and clean the floor, as necessary. (Keep the floor free of oil and other safety hazards.)
7. Spot-clean the walls, as necessary.
8. Inspect catwalk regularly.
9. Inspect, empty, and maintain catch systems.
10. Wipe down rolling drain pans regularly.

11. Stock bottom-side products as needed.
12. Drain rolling pans.
13. Keep floor drains/screens clean and free of debris.
14. Check tool and equipment condition for potential safety problems.
15. Clean and re-grease pit cover rails as needed.
16. Clean and maintain bump caps, safety glasses, burn sleeves, and gloves. Ask your manager for replacements, if necessary.

Test Your Knowledge: Bottom-Side Test

Before you meet with your trainer, take a moment to test your SuperPro 10 knowledge. Follow the steps below to take the Bottom-Side test.

Once you have completed the test print the last page that includes your results to give to your trainer during your next training meeting.

Accessing the Course:

- 🔥 Follow the instructions below to access the Bottom-Side Test course:
- 🔥 In the Address line of your internet browser, enter www.learnvalvoline.com.
- 🔥 Enter the user name and password provided by your manager.
- 🔥 Click the Login button. The VIOC University home page displays.

Taking the Course:

To take the course:

- 🔥 Click the Technician header to see available technician-level courses and tests.
- 🔥 Click the course title Bottom-Side Test. The course description displays.
- 🔥 Click the Take Course button. The course launches.
- 🔥 Take the course and close the course window.
- 🔥 To end your session in VIOC University On-line, click the Logout button located in the top right corner of your screen

Meet with Your Trainer 3

- 🔥 Note in the space provided any questions you may have about what you have read, and record the Trainer's answers to those questions.

- 💧 Answer the Trainer's questions about what you have just read.
- 💧 Observe the Trainer performing bottom-side service tasks. (Use the "Bottom-Side OBSERVE/DO/CERTIFY Checklist" which begins on the next page.)
- 💧 Do these same tasks yourself while the Trainer observes and offers help. The Trainer will also use the "Bottom-Side OBSERVE/DO/CERTIFY Checklist" to check off your progress.
- 💧 Ask your Trainer the following questions. Record your answers in the space provided.
- 💧 What is VIOC's free fluid refill service? How do I do this work?

- 💧 What are the hazards of checking a Ford aluminum transfer case?

- 💧 What type of oil drain plug gasket do we replace with every oil change?

💧 What type of vehicle has a transaxle, and which has a transmission?

💧 Date and initial the Progress Chart at the front of the manual. (Be sure your Trainer initials it also.) Then set a time for your next meeting on the line below:



Bottom-Side OBSERVE/DO/CERTIFY Checklist

Watch your Service Center Manager (or assigned Trainer) demonstrate the following activities. After he or she demonstrates an activity, check it off in the Observe column. Then perform the same activities as the Service Center Manager observes and offers help. (After you perform an activity satisfactorily, your Trainer will check it off in the Do column.) Be sure to take notes on any procedures you feel will help you carry out these responsibilities in the future.

The Certify column will be used to note that you have performed the service procedure perfectly and that you are now certified as a Super-Pro Technician.

Task 1: Perform Bottom-Side Basic Service

Activity	Observe	Do	Certify
1. Stand off the catwalk as the vehicle enters the bay.	_____	_____	_____
2. Wait for the top-side Technician to call out: "Show-time, Bay!"	_____	_____	_____
3. Put safety glasses, bump hat and gloves on.	_____	_____	_____
4. Unlatch and pull back pit cover.	_____	_____	_____
5. If the vehicle has a skid plate,	_____	_____	_____
CALL OUT: "Skid plate, Bay"			
6. Inspect the underside of the engine compartment vehicle to make sure	_____	_____	_____

Activity	Observe	Do	Certify
----------	---------	----	---------

everything looks all right. If something is wrong notify the keyholder in charge immediately. Check for:

- 💧 Damage and dents to the oil pan.
- 💧 Leaks around the oil plug, oil filter or anywhere under the vehicle.
- 💧 Damaged skid plates
- 💧 Missing skid plate fasteners

7. If the vehicle has a skid plate, remove the skid plate or open the “trap door” to access the oil filter.

8. Wipe off and lubricate the following components, if applicable, on the chassis/driveline:

- 💧 Upper ball joints
 - 💧 Lower ball joints
 - 💧 Outer tie rod ends
-

Activity	Observe	Do	Certify
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- 💧 Inner tie rods ends
- 💧 Idler arm
- 💧 Pitman arm
- 💧 U-joints
- 💧 Slip yolk (drive shaft splines)

CALL OUT: “(#) fittings lubed, Bay !”

9. Repeat the oil filter number back to top-side technician/CSR.

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CALL OUT: “(Oil filter #), Bay !”

10. Make sure that the oil filter is in stock.

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11. Take frame oil preventative measures if necessary.

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12. Slide the rolling drain pan in position to catch the draining oil.

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13. Remove the oil drain plug, using the proper wrench.

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14. Check the head, threads, and gasket of the drain plug.

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Activity	Observe	Do	Certify
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15. Place the plug and wrench on the drain pan.

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CALL OUT: "Drain plug looks good, Bay !"

16. While oil is draining, loosen the oil filter using the appropriate wrench.

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17. Apply the wrench as close to the filter base as possible.

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18. Use towels to handle hot oil filters.

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19. Remove the oil filter and old gasket.

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20. Check the oil filter to make sure that the gasket is in place.

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21. Turn the oil filter upside down on the drain pan so that it drains.

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22. Lubricate the gasket on the new filter using new oil.

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23. Request top-side to visually check the oil filter number.

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Activity	Observe	Do	Certify
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24. CALL OUT: “(Oil filter #) check, Bay ?” _____

25. Check for a double gasket, running finger from the oil filter stud to the outside of the base plate. _____

CALL OUT: “(Oil filter #) going on, Bay !”

26. Install the new oil filter. _____

27. Use the filter wrench to tighten $\frac{3}{4}$ to 1 full turn, after the gasket contacts the base plate. _____

CALL OUT: “(Oil filter#) tight, Bay !”

28. Wipe off the new oil filter and any excess oil that may have dripped onto the engine, oil pan, or frame when the filter was removed. _____

29. Install the drain plug, and immediately tighten with the proper wrench. _____

CALL OUT: “Drain plug tight; ready for oil, Bay!”

30. Conduct the second check with the Top-Side _____

Activity	Observe	Do	Certify
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Technician observing you perform the check.

31. Check oil filter. _____

CALL OUT: “(Oil filter #) tight!”

32. Check oil drain plug. _____

CALL OUT: “Drain plug tight!”

CALL OUT: “No frame oil!”

CALL OUT: “(#) fittings lubed!”

33. Show the top-side Technician the old filter and gasket. _____

34. Step off the catwalk and stand clear when the top-side Technician calls out “Clear for zoom, Bay _____

CALL OUT: “Clear, Bay !”

35. Count to 3 after topside technician calls out “Oil pressure, Bay !” and after the car starts and then step back on the catwalk. _____

36. Check for leaks around the oil filter and oil drain plug. _____

Activity	Observe	Do	Certify
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Do not stand directly underneath the filter.

CALL OUT: "Good to go, Bay !"

37. If necessary, attach the skid plate or close the trap door.	_____	_____	_____
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CALL OUT: "Skid plate secure, Bay !"

38. Return pit cover to fully-closed position.	_____	_____	_____
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39. After servicing the vehicle, dispose of the filter using the proper method.	_____	_____	_____
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40. Make sure tools are wiped off and put away.	_____	_____	_____
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CALL OUT: "Pit cover closed, Bay !"

41. Stand off the catwalk as the vehicle exits.	_____	_____	_____
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Task 2: Maintain Bottom-Side Service Area

Activity	Observe	Do	Certify
1. Make sure the bottom-side service area is clean, neat, and well-organized.	_____	_____	_____
2. Wipe up spills.	_____	_____	_____
3. Empty and wipe down trash barrel.	_____	_____	_____
4. Wipe down and replace tools after use.	_____	_____	_____
5. Drain used oil filters and dispose of properly.	_____	_____	_____
6. Sweep and clean the floor.	_____	_____	_____
7. Spot-clean the walls.	_____	_____	_____
8. Inspect the catwalk.	_____	_____	_____
9. Inspect, empty, and maintain catch systems.	_____	_____	_____
10. Wipe down rolling drain pans.	_____	_____	_____
11. Stock bottom-side products.	_____	_____	_____
12. Drain rolling pans.	_____	_____	_____

Activity	Observe	Do	Certify
13. Clean floor drains and keep them free of debris.	_____	_____	_____
14. Check condition of tools and equipment.	_____	_____	_____
15. Clean and re-grease pit cover rails as needed.	_____	_____	_____

Bottom-Side Call Outs

- | | |
|---|--|
| “Skid Plate, Bay!” (if applicable) | “(Oil filter #) tight!” |
| “(#) fittings lubed, Bay!” | “Drain plug tight!” |
| “(Oil filter #), Bay!” | “No frame oil!” “(#) fittings lubed!” |
| “Drain plug looks good, Bay!” | “Clear, Bay!” |
| “(Oil filter #) check, Bay?” | “Good to go, Bay!” |
| “(Oil filter #) going on, Bay!” | “Skid Plate Secure, Bay!” |
| “(Oil filter #) tight, Bay!” | ” (if applicable) “Pit cover closed, Bay!” |
| “Drain plug tight; ready for oil, Bay!” | |