

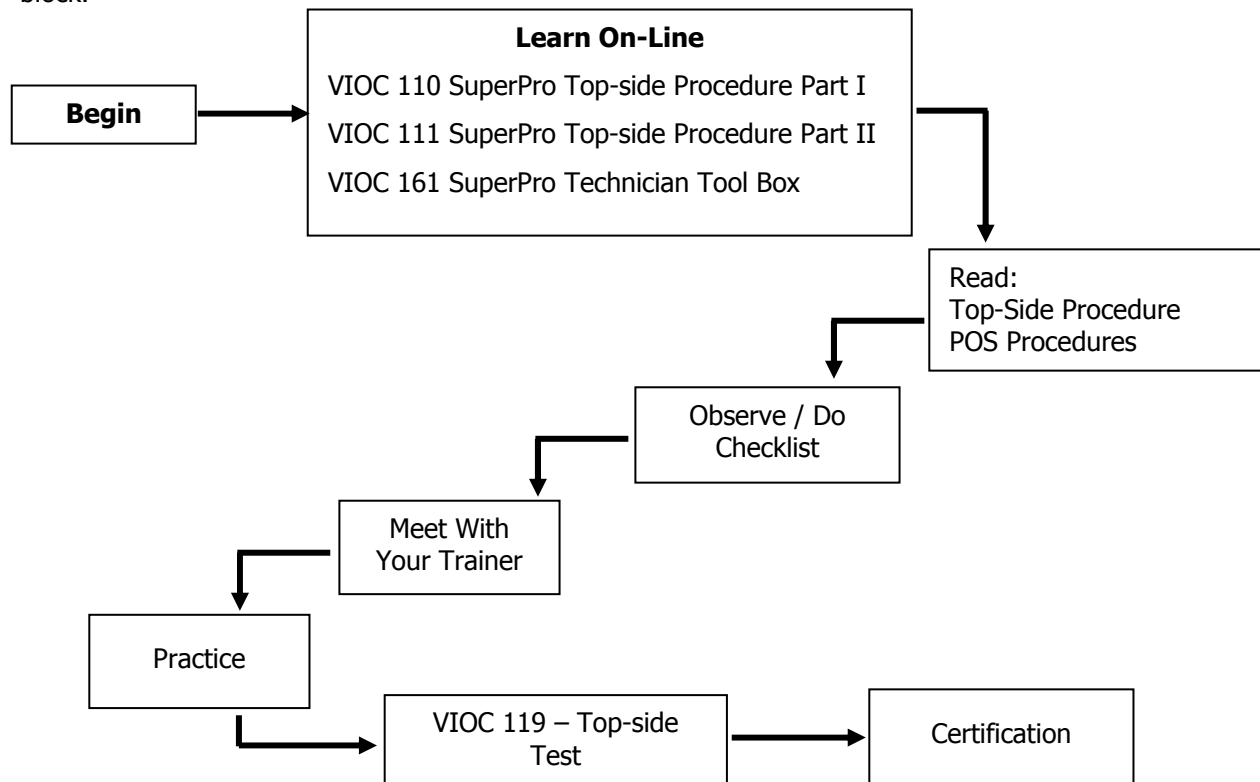
Part 2: Top-Side Service Procedures

The top-side service procedure consists of the following tasks:

1. Fast and Friendly Greeting
2. Guide the guest into the bay
3. Check lights
4. Check transmission fluid level
 - a. Check A/C Pressure (only when above 65°)
5. Remove air filter
6. Test battery
7. Inspect serpentine belt
8. Check the wiper blades and tire pressure
9. Check brake fluid level
10. Check power steering fluid level
11. Fill washer fluid level
12. Check the coolant level, and test the antifreeze
13. Install oil
14. Perform second-party check for bottom-side technician
15. Start vehicle and check the oil pressure
16. Conduct second check
17. Maintain topside service area

Training Map

The diagram illustrates the path you will follow to complete your training for the Top-side Service Procedure. Following the diagram is a description of what you need to complete for each building block.



Learning On-Line

To learn about Top-side Service Procedures begin by taking the following courses on the LMS. To access the courses follow the instructions listed in the Introduction section of this study guide.

When you have completed the required courses notify your trainer.

VIOC 110 – SuperPro Top-side Procedures Part I

This course provides instruction on the following elements of the top-side service procedure:

- Recognize the procedures for guest arrival at the Service
- Guiding the guest into the bay
- Using the scanner
- Inspecting and servicing the air filter, battery, serpentine belt, windshield wipers and tires

VIOC 111 – SuperPro Top-side Procedures Part II

This course provides instruction on the following elements of the top-side service procedure:

- Inspecting and servicing brake fluid, power steering fluid, washer fluid, and coolant
- Installing oil
- Completing second party check with bottom-side technician
- Checking oil pressure
- Performing top-side second checks
- Maintaining top-side service area

VIOC 161 – SuperPro Technician Tool Box

This course contains additional instructions for top-side service procedures and bottom-side service procedures. Work with your trainer to determine which lessons you need to complete for your Top-side Technician Training.

Written Procedures

Follow up your on-line learning by reading the procedure in the Operations Manual. Top-side Procedures can be found in Section K.

Complete Observe/Do Checklist

To complete the Observe/Do (OD) Checklist watch as your Service Center Manager (or assigned trainer) demonstrates each step of the listed process. As you observe the step being completed you should check it off (or initial) in the “observe” column. While observing you should take notes on anything that you feel will help you carry out these responsibilities in the future.

After you have observed the process it will be your turn to perform (do) the process. When performing the steps for your trainer you should explain the step as you are doing it back to your trainer. As you perform the steps satisfactorily, your trainer will check it off (or initial) in the “do” column.

Meet With Your Trainer

After you have completed the “observe” section and the “do” section of the OD, meet with your trainer and answer the questions located in your study guide. Before your meeting you should list any additional questions you need your trainer to answer. As your trainer answers them be sure to record your answers.

Practice

Practice with your trainer observing in order to master the top-side position. Once you are ready you will perform the top-side procedure for your trainer while he/she completes the certification checklist.

VIOC 119 – Top-Side Test

Before you complete your final certification for Top-side Procedures, take a moment to test your SuperPro 10 knowledge. **To access the test, follow the instructions listed in the *Introduction* section of this study guide.**

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

Certification

You will be required to complete the top-side procedure with 100% accuracy while your trainer documents your performance on the certification checklist. Once you have been certified you will be permitted to perform the top-side position without direct supervision.