



# Work Order

**Meets NATEF Task:** (A8-A-1) Complete work order and complete necessary customer and vehicle information. (P-1)

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Name \_\_\_\_\_ Date \_\_\_\_\_ Time on Task \_\_\_\_\_

Make/Model/Year \_\_\_\_\_ VIN \_\_\_\_\_ Evaluation: 4 3 2 1

\_\_\_\_\_ 1. List the items about the **vehicle** that should be included on the work order (also called a repair order - R.O).

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_
- f. \_\_\_\_\_
- g. \_\_\_\_\_
- h. \_\_\_\_\_

\_\_\_\_\_ 2. List the information about the **driver/owner** that should be included on the work order.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_

\_\_\_\_\_ 3. List the three Cs (concern, cause, and correction) that the service technician should write on the work order for a repair that includes a diagnosis of the problem (concern), the replacement of a part, and the verification of the repair.

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_