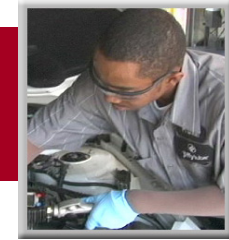


**Upper Bay Technician (UBT) --- Four Person Team
OJT/ Practice DTOG
Proficiency Exam**



Date: _____
Trainee: _____
Trainer: _____
Service Center: _____

Upper Bay Technician --- Four Person Team

<u>Preparation</u>	<u>Action/Behavior</u>	<u>Call/Response</u>	<u>Rating</u>
<ul style="list-style-type: none"> • Check the activity board, daily plan or position chart 	Review position duties and tasks		1 2 P
<ul style="list-style-type: none"> • Review primary and secondary duties <ul style="list-style-type: none"> • Secondary: Acknowledge customers • Secondary: Assist CT • Secondary: Performs tidies/cleans as assigned 	Discuss with LBT and CT responsibilities for secondary duties		1 2 P
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • At assigned position and ready to serve the customer at scheduled time 			1 2 P
<ul style="list-style-type: none"> • Station adheres to the requirements outlined in the Guide to Excellence 	Clean, organized, properly stocked and all tools are accessible		1 2 P

Primary Duty and Task	Action/Behavior	Call/Response	Rating
1. Start the Service			
<ul style="list-style-type: none"> ▪ Be ready 	Positioned at the front of the service bay		1 2 P
<ul style="list-style-type: none"> ▪ Communicates proper call 	Follows proper safety procedures using JLI Call and Response System), clear and audible, awaits LBT response	<u>Call/Response</u> <u>UBT: "Car coming in, Bay #"</u> <u>LBT: "Thank you, Bay #"</u>	1 2 P
<ul style="list-style-type: none"> ▪ Guide vehicle in 	Clear hand signals, safely positioned from path of vehicle, properly positions vehicle over the service bay		1 2 P

2. Report on Conditions			
<ul style="list-style-type: none"> After the vehicle has come to a complete stop and is properly positioned at the front of the service bay, perform the light inspection 	Clear audible directions to CT and LBT, accurate report of lights		1 2 P
<ul style="list-style-type: none"> Raise the hood 	Secure the hood prop, place the fender covers		1 2 P
<ul style="list-style-type: none"> Check the oil level 	Verify oil level on dipstick, note any unusual conditions, if condition of oil/oil level is extreme notify CSA and customer prior to service, remove oil cap and place in or near hood latch		1 2 P
<ul style="list-style-type: none"> Confirm and communicate service 	Clear and audible, listen for response from LBT	Call/Response <u>UBT: "Signature Service, Bay #."</u> <u>LBT: "Thank you, Bay #."</u>	1 2 P
<ul style="list-style-type: none"> Flag transmission dipstick, if applicable 	Remove transmission dipstick halfway		1 2 P
<ul style="list-style-type: none"> Remove the air filter and additional air filtration components as applicable 	Clean and remove air filter housing, remove and place air filter and additional components on fender cover, clean inside of housing		1 2 P
<ul style="list-style-type: none"> If applicable, remove and/or inspect additional components. Check with your manager for the proper procedures in your service center 			1 2 P
<ul style="list-style-type: none"> Determine the correct oil filter application 	Use the Electronic Service Manual to identify the correct oil filter	Call/Response <u>UBT: " oil filter, Bay #."</u> <u>LBT: " oil filter, Bay #."</u>	1 2 P
<ul style="list-style-type: none"> Physically verify new oil filter 	Lower Bay Technician sets oil filter at front of bay and UBT verifies it is correct.		1 2 P
<ul style="list-style-type: none"> All tasks completed within 80 seconds <p>Note: Additional time may be required if Additional ROC items are checked</p>	Accuracy, thoroughness, efficiency and HSSE practices clearly demonstrated		1 2 P

3. Check/Adjust Tires			
<p>For all trucks, vans, or SUV's with "P" tires:</p> <ul style="list-style-type: none"> ▪ Check tire type, size and color of valve stem caps 	<p>All four tires;</p> <p>Most vehicles are equipped with tires that are inflated with compressed air; however some vehicles are equipped with nitrogen filled tires. Nitrogen filled tires can be identified by green or blue valve stem caps.</p>		1 2 P
<ul style="list-style-type: none"> ▪ Check vehicle placard for tire type and size 	<p>Verify placard information matches information for all four tires</p>		1 2 P
<ul style="list-style-type: none"> ▪ If the vehicle is equipped with nitrogen tires and if all information matches placard, and the service center is equipped to inflate nitrogen tires set/adjust tires to proper inflation ▪ If the service center is NOT equipped to inflate nitrogen tires 	<p>Remove valve caps, set/adjust tires to the pressure recommendation from placard, follow safety practices and never exceed the maximum pressure rating indicated on the sidewall, replace valve caps</p> <p>Inform CSA and customer. Proceed only after receiving direction from CSA or upon customers authorization to use compressed air</p> <p>If the vehicle is equipped with TPMS:</p> <ul style="list-style-type: none"> • Handle the valve stem carefully to avoid damaging the TPMS sensor • Do NOT attempt to remove frozen valve stem caps • Do NOT overtighten valve stem caps • Do NOT replace missing valve stem caps unless TPMS compatible valve stem caps are available 		1 2 P

3. Check/Adjust Tires (continued)			
<ul style="list-style-type: none"> ▪ If the vehicle is equipped with tires inflated with compressed air and if all the information matches the placard set/adjust tires to proper inflation. <p>Check with your manager for the proper sequencing for inflating tires in your service center</p>	<p>Remove valve caps, set/adjust tires to the pressure recommendation from placard follow safety practices and never exceed the maximum pressure rating indicated on the sidewall, replace valve caps.</p> <p>If the vehicle is equipped with TPMS:</p> <ul style="list-style-type: none"> • Handle the valve stem carefully to avoid damaging the TPMS sensor • Do NOT attempt to remove frozen valve stem caps • Do NOT overtighten valve stem caps • Do NOT replace missing valve stem caps unless TPMS compatible valve stem caps are available 		
<ul style="list-style-type: none"> ▪ If there is no placard or further verification is needed, check the industry accepted Tire Guide or ESM. If unable to locate information 	<p>Inform CSA or TL immediately, provide tire type and size, TAKE NO FURTHER ACTION, only inflate tires when verification is received from CSA or TL.</p>		1 2 P
<p>For all other vehicles (passenger vehicles and trucks, vans, or SUV's with "LT" tires:</p> <ul style="list-style-type: none"> ▪ Check tire type, size and color of valve stem caps 	<p>All four tires</p> <p>Most vehicles are equipped with tires that are inflated with compressed air; however some vehicles are equipped with nitrogen filled tires. Nitrogen filled tires can be identified by green or blue valve stem caps.</p>		1 2 P
<ul style="list-style-type: none"> ▪ Check vehicle placard for tire type and size 	<p>Verify placard information matches information for all four tires</p>		1 2 P

3. Check/Adjust Tires (continued)			
<ul style="list-style-type: none"> ▪ If the vehicle is equipped with nitrogen tires and if all information matches placard, and the service center is equipped to inflate nitrogen tires set/adjust tires to proper inflation ▪ If the service center is NOT equipped to inflate nitrogen tires 	<p>Remove valve caps, set/adjust tires to the pressure recommendation from placard follow safety practices and never exceed the maximum pressure rating indicated on the sidewall, replace valve cap</p> <p>Inform CSA and customer. Proceed only after receiving direction from CSA or upon customers authorization to use compressed air</p> <p>If the vehicle is equipped with TPMS:</p> <ul style="list-style-type: none"> • Handle the valve stem carefully to avoid damaging the TPMS sensor • Do NOT attempt to remove frozen valve stem caps • Do NOT overtighten valve stem caps • Do NOT replace missing valve stem caps unless TPMS compatible valve stem caps are available 		1 2 P

3. Check/Adjust Tires (continued)			
<ul style="list-style-type: none"> ▪ If the vehicle is equipped with tires inflated with compressed air and if all the information matches the placard set/adjust tires to proper inflation. ▪ Check with your manager for the proper sequencing for inflating tires in your service center 	<p>Remove valve caps, set/adjust tires to the pressure recommendation from placard follow safety practices and never exceed the maximum pressure rating indicated on the sidewall, replace valve caps.</p> <p>If the vehicle is equipped with TPMS:</p> <ul style="list-style-type: none"> • Handle the valve stem carefully to avoid damaging the TPMS sensor • Do NOT attempt to remove frozen valve stem caps • Do NOT overtighten valve stem caps • Do NOT replace missing valve stem caps unless TPMS compatible valve stem caps are available 		
<ul style="list-style-type: none"> ▪ If there is no placard or further verification is needed, check the industry accepted Tire Guide or ESM. If unable to locate information 	<p>Inform CSA or TL immediately, provide tire type and size, TAKE NO FURTHER ACTION, only inflate tires when verification is received from CSA or TL.</p>		1 2 P
<ul style="list-style-type: none"> ▪ Completes tires within two (2) minutes 	<p>Accuracy, thoroughness, efficiency and HSSE practices clearly demonstrated</p>		1 2 P

4. Check/Fill Under Hood Fluids			
<ul style="list-style-type: none"> Communicates proper call to LBT 	<p>Follows proper safety procedures using JLI Call and Response System), clear and audible, awaits LBT response</p>	<p>Call/Response <u>UBT: "Checking under hood fluids Bay #."</u> <u>LBT: "Thank you, Bay #."</u></p>	<p>1 2 P</p>
<ul style="list-style-type: none"> Starting on the driver's side using a clockwise pattern Inspect the brake fluid 	<p>Clean reservoir/cap, determine fluid level Note: Because of the potential risk of fluid contamination, Jiffy Lube DOES NOT inspect brake fluid levels on vehicles with non-translucent reservoirs</p> <p>Note any unusual conditions and enter into comments during the "complete checkpoints" duty/task</p>		<p>1 2 P</p>
<ul style="list-style-type: none"> Check the battery fluid and fill if needed 	<p>Determine battery type, check condition, <u>proper communication if adding</u></p> <p>Note any unusual conditions and enter into comments during the "complete checkpoints" duty/task</p>		<p>1 2 P</p>
<ul style="list-style-type: none"> Check the power steering fluid and fill if needed 	<p>Clean reservoir/cap using a clean shop towel, verify fluid application, <u>proper communication if adding</u></p> <p>Note any unusual conditions and enter into comments during the "complete checkpoints" duty/task</p>	<p>Call/Response <u>UBT: "Adding power steering fluid Bay #."(if applicable)</u> <u>LBT: "Thank you, Bay #."</u></p>	<p>1 2 P</p>
<ul style="list-style-type: none"> Check the washer fluid and fill if needed 	<p>Clean reservoir/cap, using a clean shop towel; <u>proper communication if adding</u></p> <p>Note any unusual conditions and enter into comments during the "complete checkpoints" duty/task</p>	<p>Call/Response <u>UBT: "Adding washer fluid Bay #."(if applicable)</u> <u>LBT: "Thank you, Bay #."</u></p>	<p>1 2 P</p>

4. Check/Fill Under Hood Fluids (continued)			
<ul style="list-style-type: none"> Completes under hood duties within sixty (60) seconds 	Accuracy, thoroughness, HSSE practices clearly demonstrated; for efficiency under hood fluids should always be checked starting on the driver's side and following a clockwise direction under the hood --- the order of fluids may change because of vehicle manufacturer specifications		1 2 P

5. Perform Installations			
<ul style="list-style-type: none"> Communicate correct fluid applications to LBT Communicate specific application based on vehicle manufacturer recommendations 	Respond to Lower Bay requests for fluid application by looking up correct fluid in ESM and communicating it to Lower Bay	Call/Response LBT: "Fluid application, rear differential, Bay #." UBT: "GL-5, rear differential, Bay #."	1 2 P
<ul style="list-style-type: none"> Gather any new ROC items, bottled oil, etc 			1 2 P
<ul style="list-style-type: none"> Install/re-install items 	Follows service requests, care taken during installation to avoid wires, cables		1 2 P
<ul style="list-style-type: none"> Responds to LBT communication 	Follows proper safety procedures using JLI Call and Response System), clear and audible	Call/Response LBT: "Ready for oil, Bay #." UBT: "Thank you, Bay #."	1 2 P
<ul style="list-style-type: none"> Communicates proper call to LBT 	Follows proper safety procedures using JLI Call and Response System), clear and audible, awaits LBT response	Call/Response UBT: "Adding oil Bay #." LBT: "Thank you Bay #."	1 2 P

5. Perform Installations (continued)			
<ul style="list-style-type: none"> Add oil 	<p>Uses proper viscosity, no oil on engine compartment, replaces oil cap</p> <p>NOTE: For some vehicles, you must reinsert the dipstick completely to prevent oil spills during the pressure check.</p>		1 2 P
<ul style="list-style-type: none"> Request under vehicle status from LBT 	<p>Clear and audible, listen for response, complete proper communication</p>	<p>Call / Response UBT: "Under vehicle status, Bay #." LBT: "Added ___ pint to rear differential, ___ fittings, no unusual conditions Bay #." UBT: "Thank you, Bay #."</p>	1 2 P

6. Perform the Pressure Check			
<ul style="list-style-type: none"> Communicates proper call to LBT 	<p>Follows proper safety procedures using JLI Call and Response System), clear and audible, awaits LBT response</p>	<p>Call/Response UBT: "Clear to start, Bay #." LBT: "Clear to start, Bay #." UBT: "Starting, Bay #." LBT: "Thank you, Bay #."</p>	1 2 P
<ul style="list-style-type: none"> Start the vehicle 	<p>Both feet in vehicle, foot on brake</p>		1 2 P
<ul style="list-style-type: none"> Check oil pressure 	<p>Verifies oil pressure, waits a minimum of 10 seconds (minimum of 60 seconds for canister filters)</p>	<p>UBT: "Pressure up, Bay #." LBT: "System sealed, Bay #."</p>	1 2 P
<ul style="list-style-type: none"> Performs inspection of interior of vehicle 	<p>Inspect vacuuming, windows, placement of reminder sticker, note any reset indicators, such as the TPMS indicator</p>		1 2 P

7. Check/Fill Transmission / Transaxle Fluid			
<ul style="list-style-type: none"> Communicates proper call to LBT 	Follows proper safety procedures using JLI (Call and Response System), clear and audible, awaits LBT response	Call/Response UBT: "Checking transmission fluid, Bay #" LBT: "Thank you, Bay #"	1 2 P
<ul style="list-style-type: none"> Check transmission/transaxle fluid <p>Some service centers perform this check during the ROC. If this is the procedure in your service center, the proper procedures to include all safety requirements must be followed. Check with your manager for the proper procedure in your service center.</p>	Engine running unless specified by vehicle manufacturer, in park or neutral as specified by the manufacturer, check dipstick, <u>proper communication if adding</u>	Call/Response UBT: "Adding transmission fluid, Bay #."(if applicable) LBT: "Thank you Bay #."	1 2 P
<ul style="list-style-type: none"> Reset indicator lights <p>Check with your manager for the proper procedure in your service center.</p>	Turn engine off and reset indicator lights as applicable.		1 2 P

8. Complete vehicle status and checkpoints			
<ul style="list-style-type: none"> Complete checkpoints screen 	<p>Include status of all items checked and tire pressure for front and rear tires, accurate data entry</p> <p>Enter in comments section any unusual conditions; such as cracked reservoir.</p> <p>Enter in comments section tire pressure request from customer; for example, 37 PSI per customer request</p>		1 2 P
<ul style="list-style-type: none"> Complete and forward the invoice 	Accurate data entry, exact oil quantity		1 2 P

9. Request Quality Inspection			
<ul style="list-style-type: none"> Check oil level and add if needed 	Remove dipstick, proper communication if adding, secure dipstick.	Call/Response UBT: "Adding additional oil, Bay #."(if applicable) LBT: "Thank you Bay #."	1 2 P
<ul style="list-style-type: none"> Request quality inspection 	Follows proper safety procedures using JLI Call and Response System, clear and audible	Call/Response UBT: "Quality inspection, Bay #."	1 2 P
<ul style="list-style-type: none"> Observe/listen as lower bay performs quality inspection 	Crouched position at front of service bay, show dipstick to lower bay, observe wrench on plugs, hand on filter, count of fittings, visually inspect gasket on old filter, ensure bay covering/net is firmly secured at the front of the service bay.	Call/Response LBT: "Oil level verified. Wrench on differential plug, tight. Added ___ pints fluid type to the rear differential. Hand on ___ filter, tight. Wrench on oil drain plug, tight. ___ fittings. No unusual conditions. Gasket on old filter. Quality inspection complete, Bay #." UBT: "Thank you, Bay #."	1 2 P
<ul style="list-style-type: none"> Perform upper bay quality inspection 	Hand check all caps, dipsticks, removes fenders covers, lowers hood prop, secures hood prop, lowers hood, verifies latch is secure		1 2 P
<ul style="list-style-type: none"> Communicates proper call 	Follows proper safety procedures using JLI Call and Response System), clear and audible	Call/Response UBT: "All caps tight, dipsticks secure, hood coming down Bay #." LBT: "Thank you Bay #."	1 2 P

10. Complete the Service			1 2 P
<ul style="list-style-type: none"> ▪ Guide the vehicle out of the bay 	Clear hand signals, safely positioned from path of vehicle		1 2 P
<ul style="list-style-type: none"> ▪ Respond to next customer 	Assist other team members or as directed, maintain work area, perform additional tidies/cleans		1 2 P