

CUYAMACA COLLEGE
COURSE OUTLINE OF RECORD

Automotive Technology 210 – Service Management

3 hour lecture, 3 units

Catalog Description

This lecture course prepares students for management operations of independent Automotive Repair Dealers (ARDs) and/or manufacturer franchise dealerships. This is an in-depth course about service procedures, customer relations, government regulation, licensing, compliance, repair orders, and warranty policies.

Prerequisite

None

Course Content

- 1) Introduction
- 2) Responsibility
- 3) Purposes and types of repair orders
- 4) Communication
- 5) Warranty policies
- 6) Company service policies
- 7) Service processes
- 8) Repair order routing and processing
- 9) Scheduling
- 10) Work flow
- 11) Service procedures
- 12) Vehicle owner relations
- 13) Bureau of Automotive Repair (BAR) service and repair policies and procedures
- 14) Tear down inspection invoice requirements
- 15) After market extended warranty
- 16) Insurance company
- 17) Estimates and revision authorizations
- 18) Labor rate and labor costs and efficiency calculations
- 19) Parts purchasing, costs of parts, mark up
- 20) Parts inventory
- 21) Technician work assignments and scheduling
- 22) Invoice requirements
- 23) Form of payments
- 24) Authorization of registered owner or “designee”
- 25) Hazardous waste materials handling
- 26) Emergency plan
- 27) Material Data Safety Records of hazardous materials
- 28) Licenses, renewals, posting, business license
- 29) Certifications
- 30) Advertising
- 31) Vehicle Inspections: Smog, Brake and Lamp, Safety, Purchase
- 32) Sublet repairs
- 33) Signage and appearance

- 34) After hours pick up and drop off
- 35) Towing rules
- 36) Battery fees and policies
- 37) Point of Sale software
- 38) Automotive Owners Associations, example (ASCCA)
- 39) Smog Repair Rules and Regulations
- 40) Manufacturers technical service bulletins and service messages

Course Objectives

Students will be able to:

- 1) Describe communication techniques to increase customer awareness.
- 2) Correctly create simulated warranty repair orders utilizing manufacturers' warranty policies as a guide.
- 3) Utilize communication skills effectively with colleagues in the work place based on scenarios.
- 4) Properly interpret BAR regulations when writing repair orders.
- 5) Describe California Bureau of Automotive Repair's "Write it Right" policies and procedures.
- 6) Perform a complete repair order referencing a scenario and demonstrate accuracy and effective profit margins.
- 7) Create several repair parts and labor estimates based on various customer concerns.
- 8) Research technical service bulletins (TSBs) based on a technician report or customer concern.
- 9) Describe safety procedures and hazardous waste record keeping.
- 10) Distinguish examples of excellence in service management based on research of local businesses.
- 11) Describe inventory, point of sale, and purchase orders.

Method of Evaluation

A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in subject matter determined by multiple measurements for evaluation, one of which must be essay exams, skills demonstration or, where appropriate, the symbol system.

- 1) Quizzes, written exams, and hands-on performance exam that measure students' ability to properly fill out automotive repair orders, identify customer needs, and take necessary actions to solve problems.

Special Materials Required of Student

Computer or smart device with microphone and camera
Access to the high-speed internet

Minimum Instructional Facilities

Smart classroom

Method of Instruction

- 1) Lecture and demonstration
- 2) Virtual field trips
- 3) Guest speakers

Out-of-Class Assignments

- 1) **Reading:** assigned course materials, manuals, content on websites, and more.
- 2) **Writing:** assignments where students describe the required tasks related to properly filling out automotive repair orders, identifying customer needs, taking necessary actions to solve problems, and more.
- 3) **Other:** web-based training modules, interviews with business owners and managers, and more.

Texts and References

- 1) Required (representative examples):
 - a. State of California. *Write it Right*. California Bureau of Automotive Repair, 2021.
 - b. Website BAR California Code of Regulations.
 - c. Service Management 4th Edition Pearson, 2024. ISBN 9780138087760
- 2) Supplemental: California Air Resources Board (CARB) website.

Student Learning Outcomes

Upon successful completion of this course, students will be able to:

- 1) Accurately describe solutions to business concerns using service management knowledge, skills, and abilities.
- 2) Identify effective automotive business practices and procedures.
- 3) Communicate effectively and professionally in a diverse setting that includes prospective colleagues, clients, and supervisors.
- 4) Comply with environmental health and safety regulations at the state and federal levels.