

At a minimum, everyone must be able to communicate all points of the Standard Oil Change and provide to the customer basic knowledge concerning severe driving conditions.

The “practice activities” are designed to ensure that the basic knowledge required of the LBB AND UB AND CCR remains sharp and crisp. At the end of each day, the trainer should complete the “practice activities” with the trainee. Place a check mark in the box for each correct response.

<b>Costa Oil Cares Is More Than Just An Oil Change - Please Remember All The SOP Steps In A Standard Oil Change</b>	
• Change the oil with up to five (5) quarts of top quality motor oil	
• Replace the oil filter with a top quality oil filter	
• Inspect the brake fluid	
• Inspect the condition of the belts	
• Inspect the wiper blades	
• Inspect the level of coolant in the reservoir	
• Perform a light check	
• Perform a service review, to include the air filtration system and the vehicle manufacturer’s severe service recommendations based upon the vehicle’s current mileage	
• If necessary, lubricate the chassis	
• Check and if necessary, fill the transmission fluid	
• Check and if necessary, fill the differential fluid	
• Check and if necessary, fill the power steering fluid	
• Check and if necessary, fill the window washer fluid	
• Check and if necessary, fill the battery water	
• Vacuum the interior floors	
• Clean the exterior windows	
• Set the tires to the proper inflation	
<b>Most vehicles driven today operate under severe service conditions, please recite the driving conditions for severe service.</b>	
• Driving in stop and go traffic	
• Driving in extremely hot or cold temperatures	
• Driving at prolonged higher engine speeds	
• Taking multiple trips averaging 5-10 miles in length	
• Frequent cold start ups and shut downs	
• Extensive engine idling	
• Towing and/or hauling heavy loads	
• Driving in dusty or muddy conditions	
• Driving in mountainous terrain	