## Lower Bay Technician --- Four-Person Team

### Preparation
- Check the activity board, daily plan or position chart
- Review primary and secondary duties
  - Secondary: Perform lower bay ancillaries
  - Secondary: Assist CT
  - Secondary: Assist as directed
  - Secondary: Performs tidies/cleans as assigned
- Dressed in the proper uniform to include the recommended Personal Protective Equipment (PPE)
- At assigned position and ready to serve the customer at scheduled time
- Station adheres to the requirements outlined in the Guide to Excellence

### Action/Behavior
- Review position duties and tasks
- Discuss responsibilities for secondary duties with CT
- Clean uniform, shirt tucked in buckle less belt, personal grooming standards present
- Clean, organized, properly stocked and all tools are accessible

### Call/Response
- 1 2 P
- 1 2 P
- 1 2 P
- 1 2 P

### Rating
- 1 2 P
<table>
<thead>
<tr>
<th>Primary Duty and Task</th>
<th>Action/Behavior</th>
<th>Call/Response</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Start the Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>▪ Be ready</td>
<td>Positioned at the rear of the service bay</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>▪ As available accompanies CSA to greet the customer</td>
<td>Prompt and within 10 seconds</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>▪ Begin completing ROC Form</td>
<td>Identify the type of vehicle, license plate #, etc, record information neatly and accurately on the ROC form</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>▪ Record mileage as reported by CT</td>
<td>Courtesy Tech communicates mileage. LBT writes mileage on ROC</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>▪ Communicates proper response to UBT</td>
<td>Follows proper safety procedures using JLI Call and Response System), clear and audible, responds to UBT call</td>
<td>Call/Response</td>
<td>1 2 P</td>
</tr>
<tr>
<td></td>
<td></td>
<td>UBT: “Car coming in, Bay #”</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>LBT: “Thank you, Bay #”</td>
<td></td>
</tr>
</tbody>
</table>
### 2. Report on Conditions

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
<th>1</th>
<th>2</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inspect the lights</td>
<td>Listens and follows audible directions of UBT, accurate report of lights</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
<tr>
<td>Inspect the wiper blades</td>
<td>Check for cracks, nicks, brittleness, streaks on windows, accurate report of wiper blades</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
<tr>
<td>Inspect the belts using flashlight</td>
<td>Check for cracks, splits, fraying, accurate report of belts</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
<tr>
<td>Inspect the coolant level and type</td>
<td>Clean reservoir, check for leaks or cracks, accurate report of coolant level and type</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
<tr>
<td></td>
<td>If unsure of coolant type, check ESM or other available fluid guides for proper coolant type</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Record coolant type on ROC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gather air filtration components</td>
<td>Air filter, pcv valve, etc, as applicable</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
<tr>
<td>If applicable, remove and/or inspect additional components per service center policy.</td>
<td>Check with your manager for the proper procedures in your service center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deliver items and Report on Conditions</td>
<td>Acknowledge customer with smile/nod, place at OttoCare station, do not interrupt CSA</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
<tr>
<td>All tasks completed within 1 minute 20 seconds (80 seconds)</td>
<td>Accuracy, thoroughness, efficiency and HSSE practices clearly demonstrated</td>
<td>1</td>
<td>2</td>
<td>P</td>
</tr>
</tbody>
</table>

Note: Additional time may be required if additional ROC items are inspected
### 3. Drain Oil and Remove the Oil Filter

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Instructions</th>
<th>Call/Response</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete under vehicle inspection</td>
<td>Step onto catwalk, remove bay net and position at the rear of vehicle bumper, locate oil filter, fittings, service stickers, unusual conditions</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td></td>
<td>• Immediately inform UBT of any unusual conditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communicates proper response to UBT</td>
<td>Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call</td>
<td><strong>Call/Response</strong>&lt;br&gt;UBT: “Signature Service, Bay #.”&lt;br&gt;LBT: “Thank you, Bay #.”</td>
<td>1 2 P</td>
</tr>
<tr>
<td>Remove/inspect oil drain plug after responding to UBT service call</td>
<td>Positions drain pan, uses proper size wrench, avoids rounding head, visually inspect threads and gasket for damage</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>Communicates proper response to UBT</td>
<td>Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call</td>
<td><strong>Call/Response</strong>&lt;br&gt;UBT: “____ oil filter, Bay #”&lt;br&gt;LBT: “____ oil filter, Bay #.”</td>
<td>1 2 P</td>
</tr>
<tr>
<td>Places new oil filter at front of service bay for verification</td>
<td>Correct oil filter application, gasket up,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loosen then remove oil filter</td>
<td>Positions wrench at base of filter, inspects for old gasket, places filter gasket down on drain pan</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>Wipe mounting plate and check filter spindle</td>
<td>Clean mounting plate, check spindle for tightness, proper communication)</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>Communicates proper call</td>
<td>Follows proper safety procedures using JLI Call and Response System, clear and audible</td>
<td><strong>Call/Response</strong>&lt;br&gt;LBT: “Mounting plate clean, filter spindle tight, Bay #.”&lt;br&gt;UBT: “Thank you, Bay #.”</td>
<td>1 2 P</td>
</tr>
</tbody>
</table>
### 4. Install the Oil Drain Plug and Oil Filter

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>Call/Response</th>
<th>Notes</th>
</tr>
</thead>
</table>
| ▪ Communicates proper response to UBT | Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call | **Call/Response**  
UBT: “Checking under hood fluids, Bay #.”  
LBT: “Thank you, Bay #.”  
UBT: “Adding ______ fluid, Bay #.” (if applicable)  
LBT: “Thank you, Bay #.” | 1 2 P |
| ▪ Install the oil drain plug / replace gasket as necessary | Cleans drain hole, seat plug, wrench tighten plug), inform UBT if gasket replaced |  | 1 2 P |
| ▪ Communicates proper call | Follows proper safety procedures using JLI Call and Response System, clear and audible, awaits response from UBT | **Call/Response**  
LBT: “Ready for oil, Bay #.”  
UBT: “Thank you, Bay #.” | 1 2 P |
| ▪ Install the new oil filter | Verify initials and date on filter, applies/ensures thin film of new oil on gasket, hand tightens, follows instructions on canister |  | 1 2 P |

### 5. Lubricate the Chassis

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>Call/Response</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Locate and inspect fittings, lubricate as needed</td>
<td>Locate and count # of fittings, wipe clean prior, lubricate as needed following pattern beginning at driver’s side front and ending at driver's side rear, wipe clean after lubrication</td>
<td></td>
<td>1 2 P</td>
</tr>
</tbody>
</table>
| ▪ Communicates proper response to CT | Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to CT call | **Call/Response**  
CT: “Key on, engine off Bay #.”  
LBT: “Thank you, Bay #.” | 1 2 P |
### 6. Complete Under Vehicle Tasks

<table>
<thead>
<tr>
<th>Task Description</th>
<th>Action</th>
<th>Call/Response</th>
<th>Notes</th>
</tr>
</thead>
</table>
| Communicates proper call to UBT | Follows proper safety procedures using JLI Call and Response System), clear and audible, awaits response from UBT | LBT: “Fluid application, _____, Bay #.”
| | | UBT: _____ fluid, Bay #
| | | LBT: “Thank you, Bay #.” |
| Check and fill transfer case, differential, manual Transmission | Removes plug, keeps plug in hand, checks fluid level, adds correct fluid, re-installs plug (use a front to back or back to front pattern for consistency) | LBT: “Thank you, Bay #.” |
| Communicates proper response to UBT | Follows proper safety procedures using JLI Call and Response System), clear and audible, responds to UBT call | UBT: “Adding oil, Bay #.”
| | | LBT: “Thank you, Bay #.” |
| Communicates proper response to UBT | Follows proper safety procedures using JLI Call and Response System), clear and audible, responds to CSA call | UBT: “Under vehicle status, Bay #.”
| | | LBT: “Added _____ pint to rear differential, _____ fittings, no unusual conditions Bay #.”
| | | UBT: “Thank you, Bay #.” |
7. Perform the Pressure Check

<table>
<thead>
<tr>
<th></th>
<th>Communicates proper response to UBT</th>
<th>Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call</th>
<th>Call/Response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>UBT: “Clear to start, Bay #.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LBT: “Clear to start, Bay #.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UBT: “Starting, Bay #.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LBT: “Thank you, Bay #.”</td>
</tr>
<tr>
<td></td>
<td>Positioned under the vehicle</td>
<td>Inspect oil filter and plug for leaks for at least 10 seconds after vehicle is started, proper HSSE practices clearly demonstrated</td>
<td>Call/Response</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UBT: “Pressure up, Bay #.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LBT: “System sealed, Bay #.”</td>
</tr>
<tr>
<td></td>
<td>Communicates proper response to UBT</td>
<td>Follows proper safety procedures using JLI Call and Response System, clear and audible, waits a minimum of 10 seconds (minimum of 60 seconds for canister filters) prior to responding to UBT call</td>
<td>Call/Response</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UBT: “Checking transmission fluid, Bay #.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LBT: “Thank you, Bay #.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UBT: “Adding transmission fluid, Bay #.” (if applicable)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>LBT: “Thank you, Bay #.”</td>
</tr>
</tbody>
</table>
### 8. Perform Lower Bay Quality Inspection

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
</table>
| ▪ Positioned at the front of the vehicle | Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call if applicable | **Call/Response**
UBT: “Adding additional oil, Bay, #.” (if applicable)
LBT: “Thank you Bay #.” |
Visually inspect oil level on dipstick, move to rear of vehicle and perform under vehicle quality inspection, communicate actions, bay cover securely latched |

<p>| | | |</p>
<table>
<thead>
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<th></th>
</tr>
</thead>
</table>
| ▪ Communicates proper response to UBT | Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call | **Call/Response**
UBT: “Quality inspection, Bay, #.”
UBT: “Thank you, Bay #.” |
### 9. Complete the Service

<table>
<thead>
<tr>
<th>Activity</th>
<th>Instructions</th>
<th>Call/Response</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicates proper response to UBT</td>
<td>Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to UBT call</td>
<td>UBT: “All caps tight, dipsticks secure, hood coming down, Bay #.” LBT: “Thank you, Bay #.”</td>
<td>1 2 P</td>
</tr>
<tr>
<td>Adhere to proper safety practices</td>
<td>Positioned off the catwalk prior to vehicle leaving the service bay</td>
<td></td>
<td>1 2 P</td>
</tr>
<tr>
<td>Communicates proper response</td>
<td>Follows proper safety procedures using JLI Call and Response System, clear and audible, responds to call</td>
<td>CT: “Starting and leaving, Bay #.” LBT: “Thank you, Bay #.”</td>
<td>1 2 P</td>
</tr>
<tr>
<td>Respond to next customer</td>
<td>Assist other team members, maintain work area, perform additional tidies</td>
<td></td>
<td>1 2 P</td>
</tr>
</tbody>
</table>