

# Shell Rapid Lube<sup>SM</sup> Training Series

## Upper Bay Technician

Participant Worksheets

VEHICLE SERVICE MANUAL / CHECK-CHAR

Vehicle ID: HMK45U  
Make: MERCEDES-BENZ  
Model: 300D  
Name:

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Fittings: 0  
Plugs: 0

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Oil Capacity: 6.9 Inc. Filter? y  
On models with oil cooler, additional o  
Grades: SH/CC SH/CD SJ

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Other Fluids: Power Steering: PS  
Brakes: HBH  
Chart: MB-2 Clutch:

# Upper Bay Technician

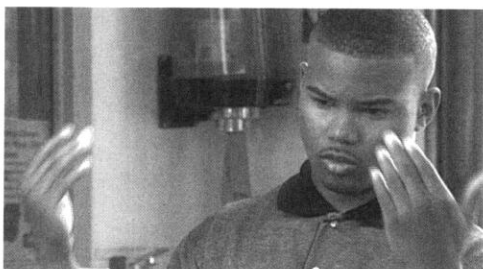
Follow these steps during training:

1. The video is divided into several parts. Be prepared to stop after each part.
2. Put the videotape in the VCR and push "play."
3. When the tape indicates a stopping point, pause or stop the VCR. Then, answer the questions on your worksheets concerning the part of the video you just watched.
4. When you have finished viewing all parts of the tape and have answered all the questions, find your supervisor and go over the answers.
5. Be sure to ask your supervisor any questions that may have come up while watching the video.

# Training Quiz

The questions are either multiple choice or true/false. Circle your answer.

1. Upper Bay Technician responsibilities generally include:
  - A. under-the-hood services.
  - B. installing new motor oil.
  - C. listening for engine noise and checking lights.
  - D. all of the above.



2. Once a car is positioned safely in the bay, check the transmission fluid before shutting off the engine.

**True or False**

3. If there is no oil on the dipstick, immediately add oil.

**True or False**

4. The Electronic Service Manual, or ESM, can help:

- A. locate part numbers.
- B. identify the car engine.
- C. identify fluid specifications.
- D. all of the above.



5. The Vehicle Identification Number, or VIN, can be used to identify the tire inflation pressure.

**True or False**

(Continue Tape)

6. Under-the-hood service always starts with checking the gas filter.

**True or False**

7. When checking fluids, start at the driver's side and work in a "U" shape.

**True or False**

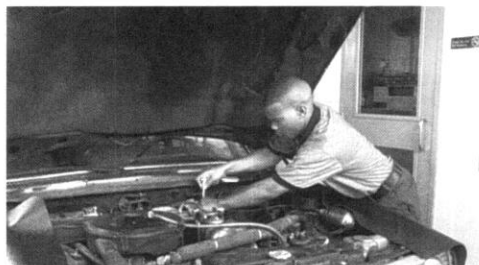


8. If the brake fluid is low, notify the customer – don't top it off.

**True or False**

9. FormulaShell® Power Steering Fluid can be used in all makes of cars.

**True or False**



(Continue Tape)

# Training Quiz

10. Make sure you have parts in stock for any service you recommend.

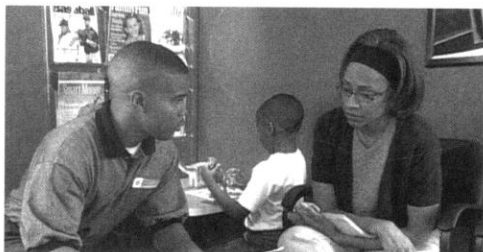
**True or False**

11. You don't have to follow the order of the service review form during the service review.

**True or False**

12. During the service review:

- A. base recommendations on manufacturer's specifications and recommended service intervals.
- B. explain how the service will affect vehicle operations.
- C. explain the cost and time involved with each service.
- D. all of the above.



**(Continue Tape)**

13. If the oil filter is easier to access from the Upper Bay Technician, the Lower Bay Technician is still required to service it.

**True or False**

14. When the Lower Bay Technician calls up "Ready for oil," it means:
- A. the old oil is drained.
  - B. the oil pan drain plug is reinstalled.
  - C. the oil filter is changed.
  - D. all of the above.

15. Check the service order for the grade and the *Electronic Service Manual* or ESM for the amount of oil to be installed.

**True or False**

16. During a pressure check, leave the car running until the engine light goes out no matter how long it takes.

**True or False**

**(Continue Tape)**

17. After watching the Lower Bay Technician do a safety check, do the under-the-hood safety check.

**True or False**

18. While the manager does a "Shell Safety Check"\* the Upper Bay Technician can take a break.

**True or False**

\* The "Shell Safety Check" is when the Manager confirms all fittings and caps touched by the Upper Bay Technician are checked and tight.

## Coach's Notes

Make any comments here about the trainee's knowledge level and whether or not additional coaching is needed. Keep this training record in trainee's file.

Trainee Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_