

NC 644: INTRODUCTION TO AUTOMOTIVE SERVICE I

Citrus College Course Outline of Record

Heading	Value
Effective Term:	Summer 2022
Credits:	0
Total Contact Hours:	12
Lecture Hours :	8
Lab Hours:	4
Hours Arranged:	0
Outside of Class Hours:	16
Strongly Recommended:	Intermediate English language skills; basic computer skills.
Transferable to CSU:	No
Transferable to UC:	No
Grading Method:	Non-Credit Course

Catalog Course Description

This course introduces students to the automobile industry. The history of automobiles and light trucks will be covered. The various types of automobile dealerships and repair facilities will be introduced. Students will be familiarized with relevant industry communication skills, repair order documentation, service literature, customer service skills, basic service writing, vehicle/system identification, industry tool and equipment usage and identification, industry safety, vehicle lifting procedures, automobile safety/performance inspections, and basic vehicle maintenance procedures. 8 lecture hours, 4 lab hours.

Course Objectives

- Develop relevant written and oral communication skills necessary for employment.
- Understand and employ proper industry safety standards and practices.
- Properly identify industry tools and equipment.
- Understand basic automobile systems and technology.
- Identify vehicles and their sub-systems.
- Understand proper customer service skills and other legal documentation.
- Demonstrate basic safety and maintenance inspections.

Major Course Content

1. Introduction to the automobile industry
 - a. Automobile history/milestones
 - b. The modern automobile industry
 - c. Automobile industry future
2. Automobile industry economics and careers
 - a. The global transportation industry
 - b. Automotive manufacturers, dealerships, repair facilities, and businesses
 - c. Education and career pathways,
3. Introduction to automobile technology

- a. Gasoline powered vehicles
 - b. Diesel powered vehicles
 - c. Alternative fuels
 - d. Vehicle electrification (hybrid and electric vehicles)
4. Industry tools, equipment, and safety
 - a. Basic hand tools
 - b. Special service tools
 - c. Pneumatic and power tools
 - d. Basic shop equipment
 - e. Shop safety and personal protective equipment (PPE)
 5. Introduction to vehicle and system identification
 - a. Identify vehicle type and its sub-systems
 - b. Owner's manuals and factory service literature
 6. Communication skills
 - a. Customer service
 - b. Basic service writing
 - c. Repair orders, work orders, legal documentation
 7. Perform basic inspections of vehicles and associated sub-systems
 - a. Perform external body system inspections
 - b. Perform under hood inspections
 - c. Perform wheel and tire inspections

Suggested Reading Other Than Required Textbook

Materials supplied and/or created by the instructor (i.e., Power Point and Voice Recorded presentations, videos, websites, and documents)

Examples of Required Writing Assignments

Written technical articles analyzing an automotive technology or service procedure

Instruction Type(s)

Lab, Lecture, Online Education Lecture