

School _____

Customer Information				(10 points possible) Score - _____
Name (Last, First)		Date		
Equipment/Model				
Serial Number				
Mileage/Hours				

What is the customer's complaint? How did you verify the complaint?

What are the symptoms of the component failure? What is the root cause?

Part Number	Part Name	Quantity

Correction**(15 points possible) Score - _____**

What steps did you take to repair the problem?

Confirm**(15 points possible) Score - _____**

What steps did you take to confirm operation? What was the outcome?

Score - _____**(100 points possible)**
