Foster PEM Junior Lab Off-Site Learning Packet Day 4

1. Troubleshooting is systematic elimination of various parts of the system or process to locate a malfunctioning part. When we troubleshooting we need to be sure that we
    a. Work systematically
    b. Never make assumptions
    c. Isolate the cause of the problem is possible
    d. Analyze all of you related to the condition
    e. Remedy the cause of the problem not just the effect

2. Steps to troubleshooting:
    1. Begin with the **investigation**. In the investigation we use customer supplied information this makes it critical to get as much information on the failure as is possible from the customer.
    2. We then **inspect** for any visual or noticeably unusual situations.
    3. We then begin to **isolate** part of the system to determine the source of the problem.
    4. Once the problem has been identified it the **correction** can be made
    5. Finally the troubleshooting as well as repair steps will need to be **documented** accurately.

A customer has brought you a Sears Craftsman lawn mower model# 917.273061 serial# 063099A006644 with a complaint of using 2 quarts of oil every time they mow.

During the investigation process:

What information do we need in order to create a work order?

1.

2.

3.

4

5.

What other questions will we ask the customer to get a better understanding of what is going on?

1.

2.

3.

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