

Foster PEM Senior Lab Off-Site Learning Packet Day 7

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.

You have determined the engine needs rebuilt and have put an estimate together. You now need to work with the customer to decide if it is worth doing.

Some things to keep in mind:

How much is a new engine?

Is there an aftermarket (ie. Harbor Freight) engine available to repower with? How much is it?

How old is the machine?

What condition is the rest of the machine in?

What does a new comparable machine cost?

What does a running used compatible machine cost?

What will you suggest to the customer?