

OALCF Tasks for the Apprenticeship Goal Path: Prepared for the Project, *Developing Best Practices for Increasing, Supporting and Retaining Apprentices in Northern Ontario (2014)*

OALCF Task Cover Sheet

Task Title: Technical Service Bulletins

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes ___ No ___	
Goal Path: Employment ___ Apprenticeship <input checked="" type="checkbox"/> Secondary School ___ Post Secondary ___ Independence ___	
Task Description: Understand how to use the internet to search a database to locate and use information related to technical service bulletins.	
Competency: A: Find and Use Information B: Communicate Ideas and Information D: Use Digital Technology	Task Group(s): A1: Read continuous text A2: Interpret Documents B2: Write continuous text D2: Use Digital Technology
Level Indicators: A1.1: Read brief texts to locate specific details A2.2: Interpret simple documents to locate and connect information B2.2: Write texts to explain and describe information and ideas B2.3: Write longer texts to present information, ideas and opinions D2: Perform well-defined, multi-step digital tasks	
Performance Descriptors: see chart on last page	
Materials Required: <ul style="list-style-type: none"> • Computer with internet access • Pen and paper 	

Task Title: Technical Service Bulletins

Automotive service technicians receive technical service bulletins from automotive manufacturers. They are required to read and incorporate the information from the product issues described on the bulletins into everyday practice.

Learner Information and Tasks:

Task 1: Go to the Ford Trucks website, www.ford-trucks.com/tsb/fulltext, and locate the Technical Services bulletins Full Text for Ford F-150, model year 2010 Ford trucks.

Task 2: Using bulletin 09-23-7, explain in your own words the issue expressed in this bulletin.

Task 3: Using bulletin 09-23-7, list all of the vehicles this bulletin applies to.

Task 4: Using the technical service bulletins (TSB) main page, select any other model and recall notice and explain in your own words the issue expressed in the bulletin.

Task Title: Technical Service Bulletins

Answer Key

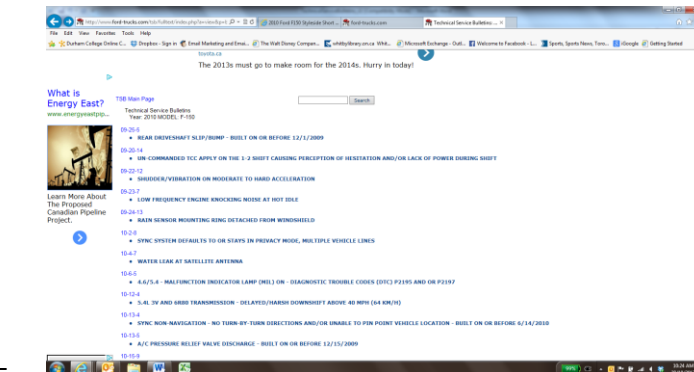
Task 1: - Open the internet

- Use a search engine, such as Google, to search “www.ford-trucks.com/tsb/fulltext”



(Image as of October 2013)

- Use the “Quick Model Selection” to find “2010 F-150” located in the far-left column.
- Click on “2010 F-150”
- Using the technical services bulletin (TSB) main page, locate “09-23-7 (Low Frequency Knocking Noise At Hot Idle)”
- Click on “09-23-7” link



(Image as of October 2013)

Task 2: Answers will vary but should include reference to:

- Vehicles equipped with a 4.6L 3V or 5.4L 3V engine
- Vehicles may exhibit a low frequency knocking noise
- Noise predominately heard from right front wheel are or right hand engine cam cover

- Noise may be generated from the right hand variable camshaft timing

Task 3: 2009-2010 Ford Expedition, F-150 and 2009-2010 Lincoln Navigator

Task 4: Answers will vary, but should include reference to the vehicle model selection, technical service bulleting number, and bulletin notes

Task Title: **Technical Service Bulletins**

Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	<ul style="list-style-type: none"> reads short texts to locate a single piece of information 			
	<ul style="list-style-type: none"> decodes words and makes meaning of sentences in a single text 			
	<ul style="list-style-type: none"> follows the sequence of events in straightforward chronological texts 			
	<ul style="list-style-type: none"> follow simple, straightforward instructional texts 			
	<ul style="list-style-type: none"> identifies the main idea in brief texts 			
A2.2	<ul style="list-style-type: none"> performs limited searches using one or two search criteria 			
	<ul style="list-style-type: none"> extracts information from tables and forms 			
	<ul style="list-style-type: none"> locates information in simple graphs and maps 			
	<ul style="list-style-type: none"> uses layout to locate information 			
	<ul style="list-style-type: none"> makes connections between parts of documents 			
	<ul style="list-style-type: none"> makes low-level inferences 			
B2.2	<ul style="list-style-type: none"> writes texts to explain and describe 			
	<ul style="list-style-type: none"> conveys intended meaning on familiar topics for a limited range of purposes and audiences 			
	<ul style="list-style-type: none"> uses limited range of vocabulary and punctuation appropriate to the task 			
	<ul style="list-style-type: none"> begins to select words and tone appropriate to the task 			
	<ul style="list-style-type: none"> begins to organize writing to communicate effectively 			

B2.3	<ul style="list-style-type: none"> writes texts to present information, summarize, express opinions, present arguments, convey ideas or persuade 			
	<ul style="list-style-type: none"> manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks 			
	<ul style="list-style-type: none"> selects and uses vocabulary, tone and structure appropriate to the task 			
	<ul style="list-style-type: none"> organizes and sequences writing to communicate effectively 			
D2	<ul style="list-style-type: none"> selects and follows appropriate steps to complete tasks 			
	<ul style="list-style-type: none"> locates and recognizes functions and commands 			
	<ul style="list-style-type: none"> makes low-level inferences to interpret icons and text 			
	<ul style="list-style-type: none"> begins to identify sources and evaluate information 			
	<ul style="list-style-type: none"> performs simple searches using keywords (e.g. internet, software help menu) 			

This task: was successfully completed___ needs to be tried again___

Learner Comments

Instructor (print)

Learner Signature