

**J. Sargeant Reynolds Community College
Course Content Summary**

Course Prefix and Number: AUT 180 **Credits:** 4

Course Title: Introduction to Dealer Operations

Course Description:

Explains shop safety, professionalism, basic automotive service strategies, and proper operation of equipment and tools. Introduces diagnostic procedures and emphasizes correct service strategies and locating service information. Focuses on performing maintenance services including policies and procedures and warranty concerns. This course is intended for students in an original equipment manufacturing (OEM) training program. Lecture 2 hours. Laboratory 8 hours. Total 10 hours per week. 4 credits

General Course Purpose:

This course is intended for students in an OEM training program to provide specific instruction and hands-on practice of the OEM's systems, policies, warranty and required maintenance processes and services. Focuses on the tools and equipment, strategies for inspection, service, and repair of OEM-specific vehicles.

Course Prerequisites and Co-requisites:

- **Prerequisite:**
 - Acceptance and good standing in the original equipment manufacturer (OEM) training program.
- **Co-Requisite:**
 - None

Student Learning Outcomes:

Upon completing the course, the student will be able to

- Perform MPI (multi-point inspection) and correctly identify all vehicle maintenance needs outlined in the service guide for original equipment OEM recommended maintenance and repairs.
- Identify and describe warranty policies and apply to given scenarios
- Apply OEM diagnostic process to a given scenario and document the repair orders per OEM guidelines.

Major Topics to Be Included:

Multi-point inspections
Express maintenance
Introduction to OEM service information
Introduction to OEM scan tool and other specialty equipment
Repair order workflow and writing estimates
OEM's policies and procedures, including warranty
Other topics as required by the OEM's specifications

Effective Date/Updated: January 1, 2023