



CAT[®] Equipment Technician

COURSE INFORMATION

Fall '99

Gary Wenter

TITLE

MA 05 - Service Fundamentals

CATALOG DESCRIPTION

This course is an introduction to the Caterpillar customer service department. The course will explore the role of the equipment technician in the agricultural and construction equipment industry. Emphasis will be placed on computer and literature applications common to service departments. Topics to include reporting, parts order procedures, technical reference materials, tools and measurement, time management, and warranty.

UNITS & HOURS

5 Units
Tuesday

3 hours lecture per week
8:00 - 10:50 a.m.
Room: AGR 2

TEXTBOOKS

Caterpillar 3-Ring Binder + CAT materials (RC Bookstore)
Instructor prepared materials

REQUIRED MATERIALS

- Approved eye protection/safety glasses (Z87.1 A.N.S.I.)
- Approved footwear
- Two work shirts (Approximately \$35)
Reedley College Caterpillar Equipment Technician shirt @
A.V. Uniform, 2930 N. Blackstone, Fresno 93703 Phone: 224-1199

ASSIGNMENTS & GRADES

The class is designed as an introduction to the Caterpillar customer service department. Classroom performance will constitute 60% of the student's grade. Homework assignments, tests, and quizzes will determine the balance of the grade.

Point Distribution: 90% = A, 80% = B, 70% = C, 60% = D, Less = F

Class participation	18 @ 10 points each	180
Log Book	36 @ 5 points each	180
Midterm		100
Final Exam		100
Class Assignment		240
Homework		<u>200</u>
	Total	<u>1000</u>

FINAL EXAM

Wednesday, December 15, 1999 at 8:00 a.m.

GRADE POLICY

On separate sheet

WORK ETHIC

On separate sheet

*Attendance
drop date*

OFFICE HOURS

Monday, Wednesday, Friday
Ag Shop Office (AGM 5)

1:00-2:00 p.m.
Telephone: RC Ext. 3317 or off-campus - 638-0317

COURSE OUTLINE

The Caterpillar Service Department

1. What is Caterpillar?
2. Caterpillar Nomenclature - Engines and Machines
3. What is an equipment technician?
4. Career Opportunities with CAT Dealers

Shop Safety Practices

1. Lifting and Blocking
2. Shop Chemicals and Safety
3. Shop Cleanliness

Technical Reference Materials

1. Serial Numbers/Arrangement Numbers
2. Operator's Manuals
3. Service Manuals
4. Parts Order Materials, Procedures, and Forms
5. Special Instructions
6. Reusability Guidelines
7. Machinery Updates

Mechanical Skills

1. Tools and Their Use
2. Precision Measurement
3. Torquing Tools
4. Fasteners
5. Fittings, Hoses, Tubing

Service Work Orders

1. Preparing a Service Work Order
2. Estimates and Parts Itemizing
3. Recording Labor Costs - Time Cards, et al.
4. Communicating with Customers - Written and Verbal
5. Warranty and Policy

Time Management

1. Productivity
2. Revenue vs. Expense Hours
3. Flat Rates
4. Hourly Rates