Mobile Auto Repair Business Working Workbook

Work, Money & Place | Local review edition v2 | November 21, 2026

Editable blank forms come first. Completed fictional examples follow in a separate section. Make a copy of the blank master for your own business; case examples do not supply actual permissions, skill evidence or demand.

For a competent technician supporting only the verified original engine air cleaner on a conventional 2020 Ford F-150 3.3L gasoline vehicle. This business course grants no technical qualification, registration or permission.

Each form is linked to the lessons that use it. Type in the blank response paragraphs, or print and write by hand. The complete course contains the full technical methods and reasoned exercise answers.

Stock scans all eight own-business slots, including opening units and rows after a gap. Confirm the number of filled rows in Stock C23. A mismatch or partial row withholds totals J34 and K34; zero is valid only when no rows are filled. Complete every required zero in a used row.

Your order C19 is only the actual fee withheld from service receipts. It cannot exceed those receipts. Record a genuine additional processor bank debit paid in C47 with its reason, date and statement reference in C48; confirm 0 when none. It is included once in management cost and linked Cash C49. Unknown or unreconciled fee data blocks a successful result.

Blank working forms

F01 Supported service and competence record

Decide which exact work can enter the booking process.

Lessons: L01. Complete with actual evidence. Do not copy the fictional readiness claims. A status cannot override an exclusion.

Vehicle and operation

Year, model, engine, exact assembly and bounded operation.

Response _____

_____

Competence evidence

Actual training, observed task, date, observer and gaps.

Response _____

_____

Supported conditions

Name access, original equipment, procedure, part and site requirements.

Response _____

_____

Fixed exclusions

List work excluded regardless of customer or status.

Response _____

_____

Unknowns and next action

Identify each missing fact and who can establish it.

Response _____

_____

Decision and date

Proceed to screening, hold or decline with evidence.

Response _____

_____

F02 Jurisdiction and site permission record

Keep business permission separate from permission for one location.

Lessons: L02, L13. Record dated primary sources and actual determinations. A property permission does not grant regulatory authority.

Business model and base

Actual business entity, base, vehicles and service areas.
Response _____

_____

BAR determination

Registration and mobile conditions, physical records address, evidence.
Response _____

_____

Local base requirements

City or county, zoning, tax certificate, home occupation, open issues.
Response _____

_____

Seller s permit and sales tax account

Verify CDTFA registration for anticipated taxable parts sales separately from BAR and city permissions. Record the permit, registered entity, filing requirements, date and evidence, or the unresolved hold.
Response _____

_____

Insurance evidence

Actual written coverage, conditions, dates and gaps.
Response _____

_____

Work site control and authority

Vehicle requester and property controller; dated permission evidence.
Response _____

_____

Physical screen

Surface, weather, lighting, access, hood, public exposure and bystanders.
Response _____

_____

Disposition

State unresolved issue or reason for hold before dispatch.
Response _____

_____

F03 Demand before purchase study

Test the specific local offer with a defined population.

Lessons: L03. Use anonymous research IDs and consent. Do not treat an interview or a friendly comment as a booking.

Population

Supported vehicle owners, service geography and suitable-site conditions.
Response _____

_____

Questions and consent

Record permission and neutral questions about actual experience.
Response _____

_____

Alternative evidence

Current provider information, date, comparable scope and limitations.
Response _____

_____

Decision rule

Set evidence and cash limits before results are known.
Response _____

_____

Findings and counterevidence

Keep actual response counts and reasons; identify unknowns.
Response _____

_____

Spending decision

Proceed, revise or hold, ceiling and next review.
Response _____

_____

F04 Acquisition experiment and communication drafts

Measure one campaign with matching lead and customer populations.

Lessons: L04. Write complete messages before sending; this edition sends none. Keep the main referral case outside the paid pilot.

Profile draft

Narrow service, actual geography, limits, real registration information if used publicly.
Response _____

_____

Permission inquiry

A complete respectful request with research or booking purpose.
Response _____

_____

Follow up draft

Use only where permission exists; state how contact ends.
Response _____

_____

Two week actions

Schedule preparation, permitted channels, follow-up and review.
Response _____

_____

Campaign counts

Same campaign spend, owner effort, eligible leads, bookings and completions.
Response _____

_____

Acquisition result

Separate per-lead, booking and completed-customer measures.
Response _____

_____

Main case source

Prevent attribution to an unrelated campaign.
Response _____

_____

F05 Vehicle intake and assessment boundary

Decide whether a limited paid assessment is suitable.

Lessons: L05. Do not enter a diagnosis based only on customer reports. Store real VIN and private records securely.

Customer and authority

Name, consented contact and authority to present vehicle.
Response _____

_____

Vehicle identity

Actual VIN securely, year, model, engine, mileage, modifications.
Response _____

_____

Customer request and reports

Separate reported condition from your findings.
Response _____

_____

Initial scope and fee

Exact assessment area, charge, exclusions and no-repair result.
Response _____

_____

Tear down and restoration terms

Area, reassembly cost, normally destroyed items, restoration limits, maximum time.
Response _____

_____

Site and dispatch decision

Required evidence and actual arrival conditions.
Response _____

_____

Result language

Confirmed, hold, declined or stopped with observed evidence.
Response _____

_____

F06 Method match and observed practice

Link exact primary instructions to a consented supervised task.

Lessons: L06. Preserve failed attempts and corrections. Written exercises alone do not establish physical readiness.

Vehicle and method source

Exact publication, version, engine and printed pages.
Response _____

_____

Part identification

Verified application, number, new condition and supersession check.
Response _____

_____

Permission and observer

Real vehicle/site consent and qualified observer details.
Response _____

_____

Control steps

Engine/start control, contamination, assembly movement and closure.
Response _____

_____

Decision exercise

Wrong part, missing information or defect; observed response.
Response _____

_____

Observed result and correction

Specific observed criteria, date and repeat requirement.
Response _____

_____

Readiness decision

Scope-specific demonstrated skill or hold.
Response _____

_____

F07 Equipment stock and travel plan

Prepare the supported operation and reconcile physical units.

Lessons: L07. List whole packs, actual consumption and remaining items. Keep cash purchases separate from economic use.

Minimum task kit

Purpose, suitability, condition and ownership of each item.
Response _____

_____

Inventory purchases

Item, units per pack, whole packs, landed cost and source ID.
Response _____

_____

Used lost and remaining

Count units and confirm zero loss separately.
Response _____

_____

Equipment and allocations

Cash asset purchase distinct from per-job use.
Response _____

_____

Travel and job cash

All route legs, actual cash receipts and nonfuel use.
Response _____

_____

Return or credit status

Request, acceptance, posted credit and evidence independently.
Response _____

_____

Departure and reset

Part check, clean materials, documents and physical count.
Response _____

_____

F08 Independent estimate and frozen plan

Estimate whole cost before selecting a price and preserve the accepted version.

Lessons: L08. Record assumptions and evidence. Freeze accepted values separately from live actuals.

Timeline before price

Stages, full minutes, owner-value rate and exclusions.
Response _____

_____

Nonlabor costs

Consumption, actual job cash and nonduplicate allocations.
Response _____

_____

Price test and estimated fee

Only after the independent cost build; state assumptions.
Response _____

_____

Accepted baseline

Date and static price, minutes and total cost.
Response _____

_____

Actual result

Actual minutes and corresponding cost plus variance.
Response _____

_____

Reserve and interpretation

Separate reserve designation and remaining limitations.
Response _____

_____

Decision for future offers

Use actual evidence without silently changing this customer price.
Response _____

_____

F09 Staged customer estimate and approval record

Provide a concrete specific offer and preserve actual customer authorization.

Lessons: L09, L13. The filled example is fictional. Use a locally reviewed real form with actual registration and address; this blank is not a legal-compliance certification.

Business and customer

Actual registered name, ARD number, address, contact; customer and vehicle.
Response _____

_____

Estimate dates and work location

Issue, validity, job date and actual service location.
Response _____

_____

Initial assessment offer

Describe the limited maintenance assessment and commercial reassembly terms. Determine separately whether actual diagnostic disassembly triggers the formal tear-down branch.
Response _____

_____

Replacement offer

Specific new part and service prices, included/excluded work.
Response _____

_____

Diagnostic tear down applicability and later choice

Record the actual purpose and disassembly. If formal rules apply, retain the authorized tear-down estimate, new itemized repair estimate, repair or reassembly authorization, and any declined repair/reassembly invoice record.
Response _____

_____

Payment cancellation changes correction follow up

Complete stated terms before approval.
Response _____

_____

Initial authorization

Date/time/person/channel/exact revision and linked evidence.
Response _____

_____

Further authorization

Date/time/person/contact/revision/amount and copies.
Response _____

_____

Excluded and declined requests

Keep fixed exclusions separate from status.

Response _____

_____

Completed assessment before replacement approval

Record assessment completion time, evidence and suitable or unsuitable finding, followed by the separate replacement estimate and actual approval time.

Response _____

_____

F10 Supported work and material record

Show what was actually done under the verified method.

Lessons: L10, L13. Complete during actual work and record holds. No fictional success statement establishes real performance.

Arrival and shutdown controls

Actual site, vehicle, hood, engine/start prevention and safe access.
Response _____

_____

Method and authorization

Applicable document and exact estimate/approval IDs.
Response _____

_____

Actual work state and completion evidence

For each task record Started, Stopped or Completed, start time, completion or stop time, evidence and any unresolved result. Approval and elapsed time alone are insufficient.
Response _____

_____

Assessment findings

Observed original assembly, seat, clamps, contamination and supported path.
Response _____

_____

Installed part and consumption

Part condition/number/quantity/stock source and any loss.
Response _____

_____

Fit and closure

Observed seal seating, cover alignment, retaining features and loose items.
Response _____

_____

Hold or deviation

Condition, stopped action, restoration and referral or approved revision.
Response _____

_____

Replaced part disposition

Customer request at approval and actual handling.
Response _____

_____

F11 Verification handoff and stopped outcome

Limit acceptance to the observed supported task.

Lessons: L11. Use separate records for successful and adverse jobs; never overwrite the main case with an alternate result.

Task specific closing checks

Actual evidence for part, seal, cover, clamps, tools and scope.
Response _____

_____

Customer explanation

Performed work, limits, record delivered and concerns process.
Response _____

_____

Customer receipt

Acknowledge record delivery without rights waiver.
Response _____

_____

Adverse job record

Separate ID, observation, stop, restoration, next step.
Response _____

_____

Adverse whole cycle cost

Time, cash, consumed stock, fees, allocations and result.
Response _____

_____

Concern and response

Customer words, timing, immediate risk, actual reviewed action.
Response _____

_____

F12 Invoice receipts stock and bank close

Reconcile earned revenue, customer money, tax, stock and economics.

Lessons: L12, L13. Use actual posting evidence for bank cash. Keep earned work, paid customer receipts, pending processor payouts, quotations and refund requests distinct.

Performed invoice lines

Itemize actual services and parts; separately compute taxable base.

Response _____

_____

Receipt and fee evidence

Identify the completed paid task, customer-payment and bank-posting times, labor, parts, tax, actual fee and source. Retain actual money evidence if the normal close is held.

Response _____

_____

Bank roll forward

Opening, actual receipts and actual paid amounts; separate timing.

Response _____

_____

Liabilities and reserve

Collected tax, customer deposits/unearned balance and separate reserve.

Response _____

_____

Stock and asset use

Purchases, consumption, remaining stock and allocation.

Response _____

_____

Request versus posted refund

Record the original settled receipt, requested amount, decision, initiation, bank posting, and separate labor, parts and returned-tax credit allocations.

Response _____

_____

Baseline and actual economics

Frozen original plan and complete actual comparison.

Response _____

_____

Evidence IDs and unresolved gaps

Unique event IDs, source documents, missing facts and duplicates.

Response _____

_____

F13 Launch rehearsal and readiness decision

Make an evidence-based proceed or hold decision for the actual person and business.

Lessons: L13. Use observed evidence, not fictional client approvals. Save first attempts and corrective feedback.

Actual practical evidence

Permission, qualified observer, task and performance record.
Response _____

_____

Business and site evidence

Real registrations, reviewed terms, coverage and permitted site.
Response _____

_____

Full cycle rehearsal

Inquiry/estimate/approval/method/verification/handoff/money/stock/follow-up.
Response _____

_____

Demand and cost evidence

Population, route, accepted demand test, actual cost records.
Response _____

_____

Backup and independent records

Browser text restoration, Word blank forms and your Excel inputs.
Response _____

_____

Follow up record

Actual message permission, delivered record, received answer or no response.
Response _____

_____

Decision next action and limit

Proceed/hold, exact gaps, responsible party and next review.
Response _____

_____

Fresh independent decision packet

MA-041: an unfinished replacement and two money decisions

Use only this fresh fictional packet and the course's primary-source rules. Complete and save a first attempt in the required blank forms before opening the separate answer key. Record unknowns and explain each hold. Do not copy MA-026's completed amounts or treat the planned finish as actual completion.

All names, records, times and money below are fictional. MA-041 concerns the same supported original 2020 F-150 3.3L gasoline air cleaner at an otherwise assumed suitable site on November 20, 2026. Competence and applicable Ford information are assumed for the paper exercise only.

The owner has BAR and city evidence in the packet, but no CDTFA seller's-permit evidence. The planned new part sale is $36. A separate customer request asks to remove intake components to diagnose power loss; no diagnostic tear-down estimate or supported procedure for that request is supplied.

E1 offers $80 assessment labor with supported closure included. A1 is documented at 10:02 a.m.; the assessment starts at 10:04 and completes with reassembly at 10:18. W1-041 records an intact seat and clamps and a suitable replacement finding.

E2, issued after the completed assessment, offers $75 replacement labor and a new verified element for $36, excluding unrelated diagnosis. A2 approval is recorded at 10:21. Replacement starts at 10:23. At the 10:40 snapshot the record says Started; 10:50 is only the planned finish. No completion time, closing check or completion evidence exists.

Receipt P041-1 pays Assessment at 10:20, posts at 10:21, and identifies $80 labor, $0 parts, $0 tax and a $2.70 fee. Receipt P041-2 pays Replacement at 10:22 and posts at 10:24: $75 labor, $36 parts, $3.15 tax and a $3.72 fee. Its gross is $114.15. Both receipts are actual money evidence within this fictional packet.

The customer asks for a $160 labor-only refund. There is a dated request but no initiation or bank posting. A draft credit simply labels all $160 labor and cites P041-2. No other paid labor or credit is documented.

Required decisions: identify what can be treated as completed work; distinguish payment for completed assessment from the other payment; preserve actual customer funds while a normal close is held; decide which permissions or customer documents are missing; and state what evidence would support a lawful, technically supported next step. Do not invent a completion, seller's permit, diagnostic authorization or refund posting.

Complete forms F02, F09, F10, F12, F13. Save your first attempt before opening the separate Answer Key file. No answer to this packet is printed in this course or workbook.

Your decision and evidence _____

_____

Completed fictional examples

All people, businesses, sites, vehicle identifiers, evidence, approvals, measurements, amounts, performance and outcomes are fictional teaching examples. No real vehicle work or client communication occurred.

F01 Supported service and competence record

Decide which exact work can enter the booking process.

Lessons: L01. Complete with actual evidence. Do not copy the fictional readiness claims. A status cannot override an exclusion.

Vehicle and operation

2020 Ford F-150 3.3L conventional gasoline, original engine air cleaner; limited assessment and separately authorized element replacement.

Competence evidence

Fictional assumed qualified technician Jordan Lane; no real competence or observer is established by this example.

Supported conditions

Unmodified intact housing, correct application information, safe ground-level access and separately permitted private site.

Fixed exclusions

High voltage, refrigerant, codes/programming, lifting, brakes, steering, major disassembly and damaged or modified intake repair excluded.

Unknowns and next action

Real operator must obtain observed practice evidence, registration, insurance, site determination and actual VIN verification before paid work.

Decision and date

Teaching scope only; real paid-work readiness HOLD on November 21, 2026 because no real permissions or competence have been demonstrated.

F02 Jurisdiction and site permission record

Keep business permission separate from permission for one location.

Lessons: L02, L13. Record dated primary sources and actual determinations. A property permission does not grant regulatory authority.

Business model and base

Fictional mobile-only Sacramento base and one service vehicle; no valid business registration claimed.

BAR determination

Check A02/A03 with BAR for real operation; teaching example assumes a compliant mobile-only arrangement for its commercial arithmetic only.

Local base requirements

Sacramento city BOT and residence-based home-occupation review identified in A04; no real permit obtained.

Seller s permit and sales tax account

The fictional example assumes a suitable CDTFA seller's permit only for its commercial arithmetic. No actual permit exists. BAR registration and Sacramento city BOT/home-occupation review do not establish the seller's permit; real parts sales remain on hold pending actual verification. [A10]

Insurance evidence

Fictional assumption of suitable coverage; no policy, quote or actual insurance evidence supplied.

Work site control and authority

Maya Ortiz acts as fictional customer; Training Site MA-026 is a nonreal site token. Actual address and property permission required in real work.

Physical screen

Fictional dry, level, permitted private pad with unobstructed ground access; no lifting.

Disposition

Example site passes its invented conditions; real booking remains pending actual site evidence.

F03 Demand before purchase study

Test the specific local offer with a defined population.

Lessons: L03. Use anonymous research IDs and consent. Do not treat an interview or a friendly comment as a booking.

Population

Supported conventional truck owners inside a proposed limited Sacramento route, with permitted private sites.

Questions and consent

Unsent: May I ask five research questions about arranging routine maintenance? This is not a booking or diagnosis.

Alternative evidence

Practice task: compare three real local provider pages before any purchase; no real provider comparison or demand is claimed.

Decision rule

Invented pilot rule: five substantive interviews, three credible future-offer requests, suitable sites, full-cost feasibility and no legal/skill gap.

Findings and counterevidence

Eight likes and two requests without permitted sites do not establish two bookings.

Spending decision

HOLD major vehicle and tool purchases until actual evidence supports the narrow service. No purchase is made by this course.

F04 Acquisition experiment and communication drafts

Measure one campaign with matching lead and customer populations.

Lessons: L04. Write complete messages before sending; this edition sends none. Keep the main referral case outside the paid pilot.

Profile draft

Fictional unsent: Canal Bend Mobile Maintenance offers supported air-cleaner assessment and selected maintenance for listed conventional vehicles at suitable private sites. Scope and price are confirmed before booking. No emergency, high-voltage, brake, refrigerant or universal diagnostic service. No actual ARD number exists.

Permission inquiry

Unsent: Hi Morgan. May I ask five questions about arranging routine truck maintenance? I am researching a possible narrow mobile service, not accepting a booking or offering a diagnosis. It is fine to decline.

Follow up draft

Unsent: You asked for information about this limited service. Would a written scope and assessment price be useful? If you no longer want contact, I will close the inquiry.

Two week actions

Days 1–2: evidence and pricing. Days 3–4: accurate service page and inquiry form. Days 5–7: permission-based referral descriptions. Days 8–14: permitted follow-up, completion tracking and review within cash and time caps.

Campaign counts

Separate fictional pilot: $60 paid spend; 120 owner minutes at $35 per hour = $70 owner value. Six eligible leads, two bookings and two completed paying customers.

Acquisition result

Cash per eligible lead is $10. Cash cost per completed customer is $30; including owner effort, cost is $65. One cancellation raises full cost per completed customer to $130.

Main case source

MA-026 is an invented permission-based referral, not one of the two paid-pilot completions.

F05 Vehicle intake and assessment boundary

Decide whether a limited paid assessment is suitable.

Lessons: L05. Do not enter a diagnosis based only on customer reports. Store real VIN and private records securely.

Customer and authority

Maya Ortiz, maya@customer.example.invalid, fictional requester with assumed authority; no real customer.

Vehicle identity

DEMO-MA026-VIN is deliberately not a valid VIN. Teaching vehicle: 2020 F-150 3.3L gasoline, 60,200 miles, original intake. A real job requires the actual verified identifier.

Customer request and reports

Requests scheduled engine-air-element service. History records a previous replacement at 30,000 miles. No active drivability complaint is established.

Initial scope and fee

E1: open the original air-cleaner cover, inspect the element seat and visible housing, and reassemble. Assessment labor is $95. No scan, code diagnosis or other system work is included.

Tear down and restoration terms

Reassembly is included at $0 additional. No normally destroyed parts are expected. Maximum reassembly time is 30 minutes from assessment approval if replacement is declined. Unexpected damage triggers a stop and revised supported plan.

Site and dispatch decision

Training Site MA-026, Sacramento CA 95814 is a nonreal token. The example assumes a suitable site; no real dispatch occurred.

Result language

Main fictional assessment: the visible original housing seat and clamps are serviceable, so a replacement quote may be offered. This is not a whole-vehicle diagnosis.

F06 Method match and observed practice

Link exact primary instructions to a consented supervised task.

Lessons: L06. Preserve failed attempts and corrections. Written exercises alone do not establish physical readiness.

Vehicle and method source

Ford 2020 F-150 manual, December 2019 second printing: 3.3L overview on printed page 357, gasoline change procedure on page 363, and parts table on page 429. See A01.

Part identification

FA-1883 is listed for 3.3L. The actual VIN and any current supersession must be rechecked. No real part order was placed.

Permission and observer

Not established in this edition. Actual rehearsal requires vehicle owner, site controller and qualified supervisor approval.

Control steps

Engine off; protect clean side; applicable clamp/cover/element sequence; no sensor or duct repair; correct seating and closure; no start with cleaner open.

Decision exercise

Tabletop wrong-part exercise: learner must stop before installation, identify mismatch and retain original assembly protection.

Observed result and correction

No physical test performed by this edition. Fill after actual supervised practice; never copy fictional PASS statements.

Readiness decision

HOLD independent paid physical work until real observer evidence and all business/site conditions exist.

F07 Equipment stock and travel plan

Prepare the supported operation and reconcile physical units.

Lessons: L07. List whole packs, actual consumption and remaining items. Keep cash purchases separate from economic use.

Minimum task kit

Appropriate protection, clean containment, safe light/access, information and verified boxed element; no lifting or unrelated diagnostic equipment justified.

Inventory purchases

P01: two individually boxed filters at $24 each, total $48. P02: one 100-wipe pack at $15. Total inventory purchases are $63. All costs are invented.

Used lost and remaining

One filter and five wipes used; zero loss confirmed. Remaining stock: one filter and 95 wipes. Consumption cost is $24.75 and remaining stock cost is $38.25.

Equipment and allocations

Equipment purchased for $300. Its separate management allocation is $6 for this job. The model does not expense both $300 and $6 as this job’s operating cost.

Travel and job cash

Outbound travel 20 minutes and return travel 20 minutes. Fuel paid: $7. Nonfuel vehicle use allocation: $9. No separate parts trip occurred.

Return or credit status

No supplier return or credit occurs in the main case; confirmed zero. A requested credit would not increase posted bank cash.

Departure and reset

The fictional departure check passed. The reset count reconciles one filter and 95 wipes. No actual kit was inspected.

F08 Independent estimate and frozen plan

Estimate whole cost before selecting a price and preserve the accepted version.

Lessons: L08. Record assumptions and evidence. Freeze accepted values separately from live actuals.

Timeline before price

Estimated 165 owner minutes at a planning value of $35 per hour, or $96.25. All travel, preparation, close and follow-up time is included.

Nonlabor costs

Stock consumption $24.75 + fuel $7 + nonfuel vehicle use $9 + equipment use $6 + overhead $12 = $58.75. Purchases are not counted again as consumption.

Price test and estimated fee

Independent cost before fees is $155.00. Only then the owner tests $225 pretax. Two receipts totaling $228.50 have assumed fees of 3% plus $0.30 each, or $7.46. Full planned cost is $162.46. Enter estimated tax as a separate $3.50 amount; do not enter a blended statutory rate.

Accepted baseline

Internal independent plan prepared November 16, 2026. Accepted whole-order baseline frozen November 18 after A2: $225 pretax price, 165 owner minutes and $162.46 management cost. These are static values independent of actual inputs.

Actual result

Actual time is 180 minutes; owner value $105.00; full management cost $171.21. Unfavorable cost variance is $8.75. Earned pretax revenue is $225 and result before reserve is $53.79.

Reserve and interpretation

The $20 reserve is a cash designation. Remainder after designation is $33.79. Neither figure is taxable income, posted bank cash or take-home pay.

Decision for future offers

Review the 15-minute overrun and route and approval process. The customer price remains the agreed $225 unless a proper change was authorized before work or charges.

F09 Staged customer estimate and approval record

Provide a concrete specific offer and preserve actual customer authorization.

Lessons: L09, L13. The filled example is fictional. Use a locally reviewed real form with actual registration and address; this blank is not a legal-compliance certification.

Business and customer

Fictional Canal Bend Mobile Maintenance; Jordan Lane; service@canalbend.example.invalid. No real ARD number or registered business address exists. Customer Maya Ortiz; DEMO-MA026-VIN; 2020 F-150 3.3L; 60,200 miles. Training Site MA-026, Sacramento CA 95814 is not a real street address.

Estimate dates and work location

E1 assessment quote issued November 16, 2026, valid through November 20. E2 replacement offer issued November 18 after the assessment, also valid through November 20, with A2 approval that day. Service date November 18. Work site is the nonreal Training Site MA-026 token.

Initial assessment offer

E1: original engine-air-cleaner assessment for $95 labor. Open the cover, inspect the seat and visible housing, and reassemble. Reassembly costs $0 additional; no normally destroyed parts are expected. Maximum reassembly time is 30 minutes from assessment approval if replacement is declined. No unrelated symptom diagnosis.

Replacement offer

E2, after a suitable finding: one new verified FA-1883 element for $40 and replacement labor for $90. Additional pretax price $130; combined pretax price $225. Damaged housing repair, scan and code work, high voltage, refrigerant, brakes, lifting and other work are excluded. Applicable tax appears only on the final invoice.

Diagnostic tear down applicability and later choice

MA-026 assumes routine supported maintenance access, not diagnostic disassembly. No real classification is established. In a separate diagnostic branch, obtain the required estimate and prior approval before disassembly, then a new itemized repair estimate and the customer's repair or reassembly choice. Document a declined choice on the tear-down invoice. Unsupported diagnosis or housing repair remains excluded. [A06]

Payment cancellation changes correction follow up

No deposit. The $95 assessment is due after its limited result and proper reassembly; the remaining invoice is due after approved replacement and verification. Cancellation before dispatch costs $0, and site failure before work costs $0 under this example. No extras without a specific prior offer and approval. A promptly reported related workmanship concern receives a no-charge review. No universal warranty or fuel benefit is promised; nonwaivable rights remain. Follow-up is planned for November 19.

Initial authorization

Fictional A1 written approval: November 18 at 9:05 a.m., by Maya Ortiz, for E1 only. It is labeled FICTIONAL TEACHING APPROVAL, not a real signature. The story includes delivery of the work-order copy and required paper sign.

Further authorization

Fictional A2 email approval: November 18 at 9:25 a.m., from maya@customer.example.invalid, accepting E2 for an additional $130 pretax and a combined $225 pretax. The message is linked to MA-026-E2. No real communication was sent.

Excluded and declined requests

C01 asks to scan and clear any stored codes. It is excluded, not performed and earns $0. An Approved status cannot change the boundary.

Completed assessment before replacement approval

A1 is approved at 9:05 a.m.; assessment starts at 9:06 and completes with reassembly at 9:21 on November 18. W1-A1 records a suitable finding. E2 and A2 follow, with approval at 9:25. A start entry alone would not release the charge or the replacement.

F10 Supported work and material record

Show what was actually done under the verified method.

Lessons: L10, L13. Complete during actual work and record holds. No fictional success statement establishes real performance.

Arrival and shutdown controls

Fictional vehicle and site match the record. Engine off; suitable hood support and ground access. No one is beneath the vehicle. No actual physical work occurred in this edition.

Method and authorization

A01, Ford printed page 363, gasoline procedure. Assessment: MA-026-E1/A1. Replacement: MA-026-E2/A2.

Actual work state and completion evidence

A1: start 9:06 a.m., complete with proper reassembly 9:21, W1-A1, suitable. A2: start 9:26 after separate approval, complete after closure and limited checks 9:51, W1-A2. Both dates are November 18, 2026. These are fictional observations; no actual work occurred.

Assessment findings

Fictional findings: intact visible housing seat and retaining clamps; no foreign material observed on the clean side. No broader diagnosis is claimed.

Installed part and consumption

One new verified FA-1883 from P01 and five wipes from P02. Zero loss confirmed.

Fit and closure

Fictional observations: uniform intended seal seating without pinching, aligned cover, intended clamps engaged, and tools and packaging accounted for. No sensor or duct work performed.

Hold or deviation

No hold in the main case. A wrong fit or cracked seat would stop replacement. No tape, trimming, sealant or forced closure.

Replaced part disposition

The fictional customer does not request return of the old element. The dry removed element is contained and disposed of through the assumed suitable waste arrangement. No oil or fluid waste is generated.

F11 Verification handoff and stopped outcome

Limit acceptance to the observed supported task.

Lessons: L11. Use separate records for successful and adverse jobs; never overwrite the main case with an alternate result.

Task specific closing checks

Fictional MA-026 checks are listed as passed. No engine-running test, road test, code clearing, whole-vehicle safety certification or recall remedy is claimed.

Customer explanation

Explained the authorized air-cleaner assessment and replacement only. Delivered the maintenance record and final invoice. Declined the separate unsupported request.

Customer receipt

Fictional Maya received the explanation on November 18. This is not real acceptance and supplies no waiver of rights.

Adverse job record

Separate MA-027 branch: a cracked seating lip stops replacement. The original assembly is properly restorable in this defined branch; qualified housing repair is referred. Only the $95 assessment is earned.

Adverse whole cycle cost

150 minutes at $35 per hour = $87.50 owner value. Fee $3.15, fuel $7, wipes $0.45, vehicle $9, equipment $6 and overhead $12. Total cost $125.10; result −$30.10. No filter is consumed.

Concern and response

No actual complaint exists in the main case. A future concern would be tracked under the original job ID. Every no-charge return includes all travel, setup, work and closing time.

F12 Invoice receipts stock and bank close

Reconcile earned revenue, customer money, tax, stock and economics.

Lessons: L12, L13. Use actual posting evidence for bank cash. Keep earned work, paid customer receipts, pending processor payouts, quotations and refund requests distinct.

Performed invoice lines

Assessment labor $95 + replacement labor $90 + new part $40 = $225 pretax. Taxable parts $40 × 8.75% = $3.50 tax. Final invoice $228.50.

Receipt and fee evidence

R01 pays completed Assessment: $95 labor, $0 parts and $0 tax at 9:22 a.m., bank posting 9:23, fee $3.15, net $91.85. R02 pays completed Replacement: $90 labor, $40 parts and $3.50 tax at 9:52, bank posting 9:53, fee $4.31, net $129.19. All times are November 18, 2026. Total net is $221.04.

Bank roll forward

Opening bank $1,000 + gross receipts $228.50 − fees $7.46 − stock purchases $63 − equipment purchase $300 − fuel $7 = $851.04. Owner draws, tax remittances and posted refunds are confirmed zero.

Liabilities and reserve

Tax obligation $3.50; customer advance liability $0; receivable $0; designated reserve $20. Other business taxes and obligations are not estimated.

Stock and asset use

Stock purchased $63, consumed $24.75, remaining $38.25. Equipment purchase $300 is an asset cash payment; the $6 use allocation enters management cost separately.

Request versus posted refund

Main-case refund is confirmed $0. A separate requested or initiated $20 labor refund changes no bank cash until posting. A supported posted $20 credit against R02 is $20 labor, $0 parts and $0 tax, leaving the $3.50 parts tax. A $200 labor-only credit exceeds the fully paid labor total of $185 and the per-receipt labor cap; it cannot be posted as a valid earned labor refund.

Baseline and actual economics

Frozen plan: 165 minutes and $162.46 cost. Actual: 180 minutes and $171.21 cost. Unfavorable variance $8.75. Earned revenue $225; management result $53.79 before the $20 reserve and $33.79 afterward.

Evidence IDs and unresolved gaps

Linked fictional IDs: MA-026-E1/A1/E2/A2/W1/I1, R01/R02, B01/B02, P01/P02 and T01. A duplicate event ID must be corrected. A shared supporting source is a review flag rather than automatic proof of a duplicate event.

F13 Launch rehearsal and readiness decision

Make an evidence-based proceed or hold decision for the actual person and business.

Lessons: L13. Use observed evidence, not fictional client approvals. Save first attempts and corrective feedback.

Actual practical evidence

No actual practical observation is established by this edition. Independent physical work remains HOLD.

Business and site evidence

No actual license, insurance or property approval was obtained. Resolve these separately for the real business and site.

Full cycle rehearsal

The written MA-026 cycle is complete fictional practice. Decision exercises cover a wrong part, ambiguous approval, unsafe weather and a refund request.

Demand and cost evidence

No actual market test exists. The paid-pilot figures are invented. Full-cost and cash arithmetic is a teaching example only.

Backup and independent records

The learner exports browser text and tests restoration to this course. Browser answers do not update Word or Excel automatically.

Follow up record

The fictional November 19 follow-up uses ten minutes included in the timeline. No actual message, response or review is claimed.

Decision next action and limit

HOLD a real paid launch until actual competence, lawful business and site arrangements, demand and reviewed documents are evidenced. Next: arrange permission-based supervised practice and a jurisdiction determination before major purchases.