

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Vehicle Servicing

Title	Liaise with vehicle and product manufacturers on technical matters
Code	108727L3
Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be able to identify and documenting various technical problems clearly, reporting to the vehicle and product manufacturers precisely and promptly such that support for diagnosis, repairs, claims, and product development could be obtained. He/she may need proposing temporary local fixes and seek for other administrative support, following through the problem, and initiate improvement actions.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Identify and record various technical issues, contact the manufacturer for solutions)</p> <ul style="list-style-type: none"> <li>• Master and identify various technical issues. Such as: <ul style="list-style-type: none"> <li>○ Diagnosis</li> <li>○ Maintenance</li> <li>○ Warranty Claim</li> <li>○ Product Development Support</li> </ul> </li> <li>• Have good understanding of the method to record technical issues.</li> <li>• Have good understanding of the established communication channels with the manufacturers for submitting technical reports properly.</li> <li>• Master how to liaise with the manufacturer to get the solutions for the technical problems.</li> </ul> <p>2. Performance (Master the nature of various technical issues, obtain manufacturer solutions, seek support and initiate improvement actions)</p> <ul style="list-style-type: none"> <li>• According to manufacturer's instruction master the technical issues in respects of: <ul style="list-style-type: none"> <li>○ nature</li> <li>○ frequency</li> <li>○ implications</li> </ul> </li> <li>• Formulate action plan, such as: <ul style="list-style-type: none"> <li>○ Coordinate with the manufacturer and request for solution</li> <li>○ Seek support</li> <li>○ Suggest temporary fix</li> </ul> </li> <li>• Formulate and initiate improvement actions.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of identifying various technical problems and formulating the course of action required</li> <li>• Capable of liaising with vehicle/ product manufacturers on technical matters</li> <li>• Capable of obtaining and implementing solutions from manufacturers and suggesting temporary local fixes whenever necessary; and</li> <li>• Capable of consolidating the problem and initiating preventive measures</li> </ul>
Remark	The credits value of this unit of competency assumes that the assessee has already possessed basic knowledge and skills of vehicle diagnosis as required of a vehicle technician.

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	<p>The major legislation/code involved in this unit of competency are as follows:</p> <ul style="list-style-type: none"><li>• Road Traffic Ordinance</li><li>• Air Pollution Control Ordinance</li><li>• Occupational Safety and Health Ordinance</li></ul>
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