Course Information Form (CIF)

Course Code: CNH 291

Course Title: CNH Service Department Implementation

Department: Agricultural Technologies
PCS Code: 1.2 - Occupational/Technical Instruction
CIP Code: 47.0605
Repeatability: 0

Effective Date: Summer 2026

Credit Hours

Catalog Notation: 2-2-3
Credit Hour Distribution:

Lecture: 2	Lab: 2	Clinical: 0	**Total: 3**

General Course Information

Catalog Description

Simulation of a Case New Holland (CNH) service department including diagnostic work, disassembly work, repair work and assembly work on CNH equipment. Practice accurate and precise labor documentation.

General Course Objectives

Simulation of a live CNH service department environment. Learn new skills and techniques relating to diagnosis and repair work, parts inquiry, and customer relations to further prepare student for their next internship and career.

Minimum Placement Levels

English	Reading	Math
None	None	None

Prerequisites

Credit in CNH 155, CNH 171, CNH 216, CNH 231, and CNH 256

Methods of Evaluation

Students will be given 2 large laboratory projects and 8 performance exams.

Instructional Materials and Additional Supplies

No textbook required. Uses manufacturers' tech manuals.
Students will need the required tool sets for the CNH Service Technician program.

Course Content

General Learning Outcomes (GLOs)

- Critical Thinking and Information Literacy: Students will demonstrate the ability to evaluate perspectives, evidence, and implications, and to locate, assess, and use information effectively.
- Reasoning and Inquiry: Students will demonstrate the ability to solve problems using deductive reasoning and logic, quantitative reasoning, or the scientific method.
- Technology: Students will demonstrate the ability to evaluate, select, and appropriately use current and emerging tools.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Work/Repair Orders	1. Identify and analyze information to write and update a work order. 2. Practice accurate work order documentation.	6	0	0
Parts Inquiry	1. Ascertain and submit service part orders and apply posting techniques for service parts to work order.	8	0	0
Customer Relations	1. Describe and demonstrate how to interact with a customer of a live repair job and how to handle customer requests and demands.	6	0	0
Timekeeping System	1. Describe and demonstrate how to compile labor hours to a work order and calculate total labor sales.	8	0	0
Customer Repair: Diagnosis, Disassembly, and Assembly	1. Practice learned skills in the areas of diagnostics, disassembly, and assembly of customer units in a timely and accurate method.	2	30	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
30	30	0