

# A6/U10/L1 MISCELLANEOUS SYSTEMS DIAGNOSIS AND REPAIR

## JOB SHEET A6H2 Heated Glass Diagnosis

Name: \_\_\_\_\_ Start Date: \_\_\_\_\_  
Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_  
VIN: \_\_\_\_\_ Mileage: \_\_\_\_\_

### LEARNING OBJECTIVE/NATEF TASK



Diagnose incorrect heated glass operation; determine necessary action **NATEF TASK A6/H2, P2. ICS167**

### MATERIALS

Classroom Vehicle (s), OEM service information, DMM, Jumper wires

### PROCEDURE

- Wear Safety Glasses for this entire procedure.
- Review Lesson 1 of UNIT 10 in the A6 course. Locate in the OEM service information the wiring diagram for the rear heated glass and the procedure to diagnosis its incorrect operation for the vehicle you are using. Submit this information to your instructor or mentor for approval.

Your Instructor **MUST** stamp or initial the box to the right before you can proceed with this job sheet.



1. Does this heated rear glass fit the characteristics of a parallel circuit and why?

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2. Using the wiring diagram that you located, identify the location of the components listed below that could cause the rear heated glass not to function properly:

a. Rear Window Grid

b. Control Switch

c. Relay:

d. Circuit Fuse and Number:

e. Circuit Ground (s):

f. Indicator Light:

g. Timing Device:

h. Other Components:

3. What is the circuit voltage applied to the window grid? \_\_\_\_\_
4. Locate the ground side of the grid by measuring the resistance from the body ground to both sides of the grid. Ground will be the side with the least resistance. What side of the grid is ground? \_\_\_\_\_
5. Why does the power side of the grid have more resistance to ground?  
\_\_\_\_\_  
\_\_\_\_\_
6. Turn the window defogger on and measure the voltage at the power side of the grid. What is the voltage reading? \_\_\_\_\_
7. Measure the voltage at the ground side of the grid. What is the voltage reading? \_\_\_\_\_
8. Why is the voltage at the ground side of the grid so much less than the power side? \_\_\_\_\_
9. Connect the negative lead of the multi-meter to a good ground.
10. With the grid on, measure the voltage at three points on the grid line, starting near the ground side and moving toward the power side. Does the voltage increase as you get closer to the power side? \_\_\_\_\_
11. What are the 3 voltages? A: \_\_\_\_\_ B: \_\_\_\_\_ C: \_\_\_\_\_

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## TASK SUMMARY

- Now that you have completed this NATEF task, can you think of anything (tools, information, knowledge etc.) that would have made this task easier.

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- List a customer complaint together with the cause determined by this diagnostic/inspection task that might appear on a work order, and then list the NATEF Task CORRECTION you would use to resolve the complaint.

**COMPLAINT:** \_\_\_\_\_

1. Perform Checks/Inspect: \_\_\_\_\_

2. Referencing Bulletin: \_\_\_\_\_

**CAUSE:** \_\_\_\_\_

1. Diagnosis: **USED THIS NATEF DIAGNOSIS TASK**

2. Operating as designed: \_\_\_\_\_

3. Cause identified as: \_\_\_\_\_

**CORRECTION:** \_\_\_\_\_

1. Other Correction: \_\_\_\_\_

2. Correction Verified By: \_\_\_\_\_

**Use this Rubric to RATE the completion of Job Sheet**

1 = Demonstrated exposure/observation of the competency

2 = Applies the competency but only mastered a few essential attributes of the competency

3 = Capable of the competency but needs further practice

4 = Performs the competency satisfactorily

5 = MASTERED the competency



**Instructor** \_\_\_\_\_ **Mentor** \_\_\_\_\_