ACROSS

2. It has been said by many automotive professional technicians and service advisors that the _______ is not read by many vehicle owners.
4. Factory and aftermarket _______ contain specifications and service procedures.
5. _______ are issued by the vehicle manufacturer to notify service technicians of a problem and include the necessary corrective action.
6. _______ list vehicle service procedures and the time it should take an average technician to complete the task.
7. The _______ is the number of the day of the year.
8. _______ is available by subscription and provides access to an Internet site where service manual-type information is available.
10. _______ include all specifications for lubrication-related service.
11. The _______ has opened the field of information exchange and access to technical advice.
12. One disadvantage to having a _______ electronic service information is it can be lost or left in the vehicle.
14. _______ and catalogs are usually free and often include expanded views of assembled parts along with helpful hints and advice.
15. A _______ provider is a subscription-based helpline to assist service technicians solve technical problems.

DOWN

1. While some factory service manuals are printed in one volume, most factory _______ is printed in several volumes due to the amount and depth of information presented.
3. Examples of _______ include unit repair for assembled components.
9. A _______ is another name for a recall.
13. A recall is issued by a vehicle manufacturer and a notice is sent to all owners in the event of a safety- or emission-related fault or concern.