

Automotive Technology 5th Edition

Chapter 15 SERVICE INFORMATION

Opening Your Class

KEY ELEMENT	EXAMPLES
Introduce Content	This Automotive Technology 5 th text provides complete coverage of automotive components, operation, design, and troubleshooting. It correlates material to task lists specified by ASE and NATEF and emphasizes a problem-solving approach. Chapter features include Tech Tips, Frequently Asked Questions, Real World Fixes, Videos, Animations, and NATEF Task Sheet references.
Motivate Learners	Explain how the knowledge of how something works translates into the ability to use that knowledge to figure why the engine does not work correctly and how this saves diagnosis time, which translates into more money.
State the learning objectives for the chapter or course you are about to cover and explain this is what they should be able to do as a result of attending this session or class.	Explain the chapter learning objectives to the students as listed: <ol style="list-style-type: none">1. Discuss the importance of vehicle service records, owner's manuals, lubrication guides and labor guide manuals.2. Discuss the importance of service information.3. Discuss the advantages and disadvantages of hard copy versus electronic service information.4. Explain electronic service information.5. Explain hotline services, specialty repair manuals, and aftermarket supplies guides and catalogs.
Establish the Mood or Climate	Provide a WELCOME , Avoid put downs and bad jokes.
Complete Essentials	Restrooms, breaks, registration, tests, etc.
Clarify and Establish Knowledge Base	Do a round robin of the class by going around the room and having each student give their backgrounds, years of experience, family, hobbies, career goals, or anything they want to share.

NOTE: This lesson plan is based on the 5th Edition Chapter Images found on Jim's web site @

www.jameshalderman.com

[LINK CHP 15: ATE5 Chapter Images](#)

ICONS	Ch15 Service Information
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1. SLIDE 1 TITLE: SERVICE INFORMATION

Check for **ADDITIONAL VIDEOS & ANIMATIONS**
 @ <http://www.jameshalderman.com/>
WEB SITE IS CONSTANTLY UPDATED

2. SLIDE 2 READ Figure 15-1 owner's manual has a lot of information pertaining to operation & maintenance and resetting procedures that technicians often need.







http://www.youtube.com/watch?v=q5yhKPA-eQk	Online service manual
http://www.youtube.com/watch?v=qTGpkbt8fm4	Writing effective repair orders

DISCUSSION: ASK STUDENTS TO REVIEW SAMPLES OF VEHICLE OWNER'S MANUALS. ASK STUDENTS TO SPECULATE ABOUT WHY SO FEW OWNERS READ THESE MANUALS

DEMONSTRATION: SHOW STUDENTS EXAMPLES OF FACTORY & AFTERMARKET SERVICE MANUALS. HOW ARE THESE DIFFERENT FROM OWNER'S MANUALS? HOW ARE THESE SERVICE MANUALS DIFFERENT FROM EACH OTHER?

DEMONSTRATION SHOW STUDENTS AN EXAMPLE OF A VEHICLE SERVICE HISTORY, AND DISCUSS WHY IT'S SUCH AN IMPORTANT RECORD TO A TECHNICIAN SERVICING VEHICLE.

HOST DISCUSSION: SERVICE HISTORY WE ALL HAVE OUR OWN SERVICE HISTORY, AS DOCUMENTED IN OUR MEDICAL RECORDS. HOW DO PHYSICIANS USE MEDICAL HISTORIES TO HELP PATIENTS? HOW IS THIS SIMILAR TO AN AUTOMOTIVE TECHNICIAN DIAGNOSING A PROBLEM WITH AN AUTOMOBILE? USE THIS ANALOGY AS BASIS FOR CLASS DISCUSSION. USE ONE COLUMN ON FLIP CHART OR BLACKBOARD TO SHOW ELEMENTS OF MEDICAL HISTORY. USE ANOTHER COLUMN FOR CORRESPONDING ELEMENTS OF AN AUTOMOTIVE SERVICE HISTORY.

ICONS	Ch15 Service Information
     	<p>HOST A <u>DISCUSSION ON ADVANTAGES VS. DISADVANTAGES OF HARD COPY VS. ELECTRONIC SERVICE INFORMATION</u></p> <ol style="list-style-type: none"> 3. SLIDE 3 Figure 15-2 Some technical service bulletins also include the designated flat-rate time when specifying a repair procedure. 4. SLIDE 4 READ Figure 15-3 main menu showing major systems of vehicle. Clicking on one of these major topics opens up another menu showing more detailed information 5. SLIDE 5 READ Figure 15-4 Whenever calling a hot line service be sure that you have all of the vehicle information ready and are prepared to give answers regarding voltage readings or scan tool data when talking to the vehicle specialist <p><u>ANIMATIONS</u></p> <p>Complete Work Order Estimate (View) (Download) Complete Work Order Technician Copy (View) (Download) Complete Work Order Total Cost (View) (Download) Work Order Customer Copy (View) (Download)</p> <p><u>HANDS-ON TASK SHEETS</u></p> <p>Vehicle Service History (A1-A8-A-3) PG 25 Technical Service Bulletin (A1-A8-A-3) PG 26 Service Manual Usage (A1-A-3)V PG 27</p> <p><u>HOMEWORK</u></p> <p>Crossword Puzzle (Microsoft Word) (PDF) Word Search Puzzle (Microsoft Word) (PDF)</p>