















# Introduction to Automotive Service


## Chapter 12 Vehicle Service Information, Identification, and Routine Maintenance

### Opening Your Class

KEY ELEMENT	EXAMPLES
<b>Introduce Content</b>	This course or class serves as an introduction to the world of automotive service. It correlates material to task lists specified by ASE and NATEF.
<b>Motivate Learners</b>	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.
<b>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.</b>	Explain the chapter learning objectives to the students. <ol style="list-style-type: none"><li>1. Discuss the importance of vehicle history.</li><li>2. Retrieve vehicle service information.</li><li>3. Read and interpret service manuals and electronic service information.</li><li>4. Describe the use of the vehicle owner's manual.</li></ol>
<b>Establish the Mood or Climate</b>	Provide a <b>WELCOME</b> , Avoid put downs and bad jokes.
<b>Complete Essentials</b>	Restrooms, breaks, registration, tests, etc.
<b>Clarify and Establish Knowledge Base</b>	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.

ICONS	Ch12 Vehicle Service Information, Identification, and Routine Maintenance
	<p><b>1. SLIDE 1 TITLE: SERVICE INFORMATION</b></p>
	<p><b>2. SLIDE 2 READ &amp; EXPLAIN</b> Vehicle Service History Records</p> <p><b>3. SLIDE 3 READ &amp; EXPLAIN</b> Owner's Manuals</p> <p><b>4. SLIDE 4 EXPLAIN</b> FIGURE 12-1 owner's manual has a lot of information pertaining to operation &amp; maintenance and resetting procedures that technicians often need.</p>
	<p>Check for <b>ADDITIONAL VIDEOS &amp; ANIMATIONS</b> @ <a href="http://www.jameshalderman.com/">http://www.jameshalderman.com/</a>  <b>WEB SITE REGULARLY UPDATED</b></p>
	<p><b><u>DISCUSSION:</u> ASK STUDENTS TO REVIEW SAMPLES OF VEHICLE OWNER'S MANUALS. ASK STUDENTS TO SPECULATE ABOUT WHY SO FEW OWNERS READ THESE MANUALS</b></p>
	<p><b>5. SLIDE 5 EXPLAIN</b> Lubrication Guides</p> <p><b>6. SLIDE 6 EXPLAIN</b> Service Manual INFO.</p>
	<p><b><u>DEMONSTRATION:</u> SHOW STUDENTS EXAMPLES OF FACTORY &amp; AFTERMARKET SERVICE MANUALS. HOW ARE THESE DIFFERENT FROM OWNER'S MANUALS? HOW ARE THESE SERVICE MANUALS DIFFERENT FROM EACH OTHER?</b></p>
	<p><b><u>DEMONSTRATION</u> SHOW STUDENTS AN EXAMPLE OF A VEHICLE SERVICE HISTORY, AND DISCUSS WHY IT'S SUCH AN IMPORTANT RECORD TO A TECHNICIAN SERVICING VEHICLE.</b></p>
	<p><b><u>HOST DISCUSSION: SERVICE HISTORY</u> 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</b></p>

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        	<p data-bbox="581 310 1409 457"><b>ONE COLUMN ON FLIP CHART OR BLACKBOARD TO SHOW ELEMENTS OF MEDICAL HISTORY. USE ANOTHER COLUMN FOR CORRESPONDING ELEMENTS OF AN AUTOMOTIVE SERVICE HISTORY.</b></p> <p data-bbox="581 491 1386 638"><b>TIME-CHECK: NOTE ON TIME CHECK: DEPENDING ON TIME, YOU MAY WANT TO MOVE TO NEXT HOUR'S TEXT OR CONTINUE ON WITH INSTRUCTION</b></p> <p data-bbox="623 678 1235 709"><b>7. SLIDE 7 EXPLAIN Service Manual INFO</b></p> <p data-bbox="623 722 1312 793"><b>8. SLIDE 8 EXPLAIN Advantages of Hard Copy vs. Electronic Service Information</b></p> <p data-bbox="581 827 1398 932"><b>HOST A DISCUSSION ON ADVANTAGES VS. DISADVANTAGES OF HARD COPY VS. ELECTRONIC SERVICE INFORMATION</b></p> <p data-bbox="623 972 1247 1003"><b>9. SLIDE 9 EXPLAIN Labor Guide Manuals</b></p> <p data-bbox="623 1016 1419 1121"><b>10. SLIDE 10 EXPLAIN FIGURE 12-2</b> Some technical service bulletins also include the designated flat-rate time when specifying a repair procedure</p> <p data-bbox="623 1134 1349 1205"><b>11. SLIDE 11 READ &amp; EXPLAIN Electronic Service Information TEXT</b></p> <p data-bbox="623 1218 1409 1352"><b>12. SLIDE 12 EXPLAIN FIGURE 12-3</b> main menu showing major systems of vehicle. Clicking on one of these major topics opens up another menu showing more detailed information</p> <p data-bbox="623 1365 1409 1512"><b>13. SLIDE 13 EXPLAIN CHART 12-1</b> chart showing symptoms for hesitation while accelerating. These charts help technician diagnose faults that do not set a diagnostic trouble code (DTC).</p> <p data-bbox="623 1524 1321 1556"><b>14. SLIDE 14 READ &amp; EXPLAIN Hotline Services</b></p> <p data-bbox="623 1568 1419 1745"><b>15. SLIDE 15 EXPLAIN FIGURE 12-4</b> 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> <p data-bbox="623 1757 1338 1829"><b>16. SLIDE 16 READ &amp; EXPLAIN Specialty Repair Manuals</b></p> <p data-bbox="623 1841 1409 1902"><b>17. SLIDE 17 READ &amp; EXPLAIN Aftermarket Supplies Guides and Manuals</b></p>

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	<b><u><a href="http://www.jameshalderman.com/links/book_intro/cw/crossword_ch_12.pdf">HOMEWORK: COMPLETE CH12 CROSSWORD PUZZLE: HTTP://WWW.JAMESHALDERMAN.COM/LINKS/BOOK_I NTRO/CW/CROSSWORD CH 12.PDF</a></u></b>