
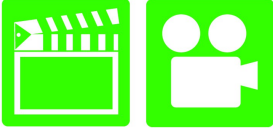



















# Automotive Maintenance and Light Repair, 1<sup>ST</sup> Edition

## Chapter 13 SERVICE INFORMATION

### Opening Your Class

KEY ELEMENT	EXAMPLES
Introduce Content	This course or class covers <b>Automotive Maintenance and Light Repair</b> . It correlates material to task lists specified by ASE and NATEF.
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. <ul style="list-style-type: none"><li>• Discuss the importance of vehicle history.</li><li>• Retrieve vehicle service information.</li><li>• Read and interpret service manuals and electronic service information.</li><li>• Describe the use of the vehicle owner's manual.</li></ul>
Establish the Mood or Climate	Provide a <i>WELCOME</i> , 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.

ICONS	Ch13 SERVICE INFORMATION
	<p><b>1. SLIDE 1 CH13 SERVICE INFORMATION</b></p> <p><b>2. SLIDE 2 EXPLAIN OBJECTIVES</b></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>3. SLIDE 3 EXPLAIN Vehicle Service History Records</b></p> <p><b>4. SLIDE 4 READ &amp; EXPLAIN Owner's Manuals</b></p> <p><b>5. SLIDE 5 EXPLAIN FIGURE 13-1</b> owner's manual has a lot of information pertaining to operation &amp; maintenance and resetting procedures that technicians often need.</p>
	<p><b>DISCUSSION: 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>6. SLIDES 6-7 EXPLAIN Service Manual INFO.</b></p>
	<p><b><u>DEMONSTRATION: 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?</u></b></p>
	<p><b><u>DEMONSTRATION SHOW STUDENTS AN EXAMPLE OF A VEHICLE SERVICE HISTORY, AND DISCUSS WHY IT'S SUCH AN IMPORTANT RECORD TO A TECHNICIAN SERVICING VEHICLE.</u></b></p>
	<p><b><u>HOST DISCUSSION: SERVICE HISTORY</u></b>  <b>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.</b></p>

ICONS	Ch13 SERVICE INFORMATION
	<p>8. <b>SLIDE 8 EXPLAIN</b> Advantages of Hard Copy vs. Electronic Service Information</p>
	<p><b>HOST A DISCUSSION ON ADVANTAGES VS. DISADVANTAGES OF HARD COPY VS. ELECTRONIC SERVICE INFORMATION</b></p>
	<p>9. <b>SLIDE 9 EXPLAIN</b> Labor Guide Manuals</p>
	<p>10. <b>SLIDE 10 EXPLAIN FIGURE 13-2</b> Some technical service bulletins also include the designated flat-rate time when specifying a repair procedure</p>
	<p>11. <b>SLIDE 11 EXPLAIN</b> Electronic Service Information</p>
	<p>12. <b>SLIDE 12 EXPLAIN FIGURE 13-3</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>13. <b>SLIDE 13 EXPLAIN CHART 13-1</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>14. <b>SLIDE 14 READ &amp; EXPLAIN</b> Hotline Services</p>
	<p>15. <b>SLIDE 15 EXPLAIN FIGURE 13-4</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>16. <b>SLIDE 16 READ &amp; EXPLAIN</b> Specialty Repair Manuals</p>
	<p>17. <b>SLIDE 17 READ &amp; EXPLAIN</b> Aftermarket Supplies Guides and Manuals</p> <p><b><u><a href="http://www.jameshalderman.com">HOMEWORK: COMPLETE CH13 CROSSWORD PUZZLE: HTTP://WWW.JAMESHALDERMAN.COM</a></u></b></p>