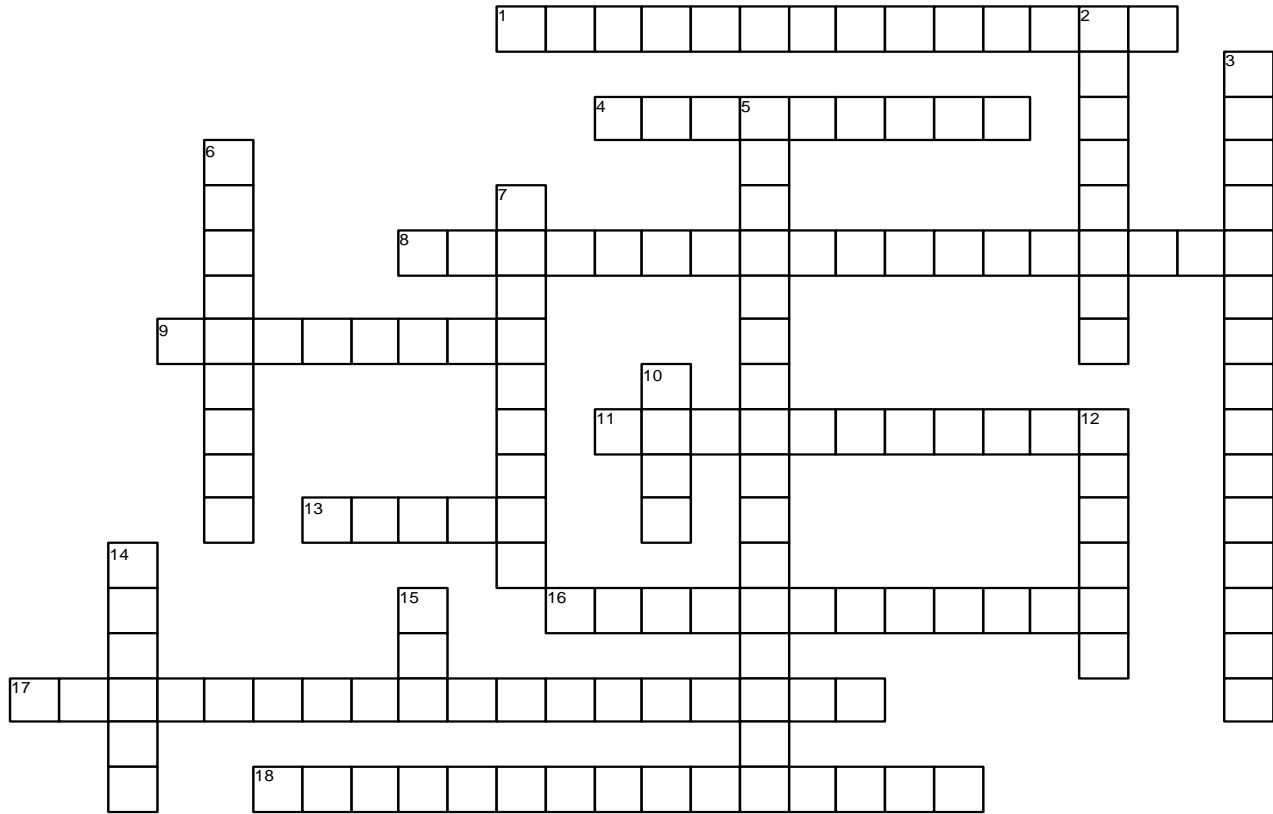


# Service Information, Work Orders, And Vehicle Identification

## Chapter 1



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### ACROSS

- 1 Automotive dealerships have tool rooms that are supposed to have all the \_\_\_\_\_ tools that are recommended by the factory.
- 4 The labor time, called \_\_\_\_\_, is found in labor guides, and lists vehicle service procedures and the time it should take an average technician to complete the task.
- 8 The \_\_\_\_\_ rating is the maximum weight of a vehicle as specified by the vehicle manufacturer.
- 9 The seventh letter in a VIN designates the \_\_\_\_\_ of a vehicle.
- 11 The \_\_\_\_\_ is a legal document that is signed by the vehicle owner or his/her representative.
- 13 The abbreviation for the National Highway Traffic Safety

Administration is \_\_\_\_\_.

- 16 The \_\_\_\_\_ is the instructional booklet that comes with every vehicle and includes important information.
- 17 \_\_\_\_\_ is needed to correctly service or repair vehicles because it contains all of the specifications, as well as the specified procedures to follow when servicing or repairing a vehicle.
- 18 The \_\_\_\_\_ rating is the maximum weight that an axle can support and is usually followed by "FR" for front axle and "RR" for rear axle.

### DOWN

- 2 A \_\_\_\_\_ is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction.

- 3 The first number or letter of a VIN designates the \_\_\_\_\_.
- 5 A \_\_\_\_\_ bulletin is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information.
- 6 Another name for repair order is \_\_\_\_\_.
- 7 Typically, a new \_\_\_\_\_ starts in September or October of the prior year to the actual new year, but not always.
- 10 The \_\_\_\_\_ label under the hood of the vehicle shows informative settings and emission hose routing information.
- 12 A \_\_\_\_\_ can occur when either the manufacturer or NHTSA determines there is a concern.
- 14 VIN year letters repeat every \_\_\_\_\_ years.
- 15 The abbreviation for vehicle identification number is \_\_\_\_\_.