

# Automotive Technology 6<sup>th</sup> Edition

## Chapter 15 – Service Information and Work Orders

### Lesson Plan

#### **CHAPTER SUMMARY:**



1. Owner's manual, service information, and service information content
  2. Technical service bulletins, recalls, and campaigns
  3. Work order
  4. Hotline services, service records, suppliers' guides, catalogs, and additional information
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#### **OBJECTIVES:**



1. Discuss the importance of vehicle owner's manuals, service records, and service information.
  2. Explain the different types of service information.
  3. Discuss the importance of the work order
  4. describe vehicle recalls and campaigns.
  5. Explain why service records are important.
  6. Explain hotline services, specialty repair manuals, and aftermarket supplies guides and catalogs.
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**RESOURCES:** (All resources may be found at <http://www.jameshalderman.com>)



1. Task Sheet ASE (A1 through A8-A-2) P-1: VIN Code
  2. Task Sheet ASE (A1 through A8-A-2) P-1: Vehicle Service History
  3. Task Sheet ASE (A1 through A8-A-2) P-1: Technical Service Bulletins
  4. Task Sheet ASE (A1-A-2) P-1: Service Manual Usage
  5. Task Sheet ASE (A1 through A8-A-2) P-1: Vehicle Safety Certification Label
  6. Task Sheet ASE (A1-A-1) P-1: Work Order
  7. Chapter PowerPoint
  8. Chapter Crossword Puzzle and Word Search
  9. Animations: Complete Work Order Estimate and Complete Work Order Technician Copy
  10. Animations: Complete Work Order Total Cost and Work Order Customer Copy
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#### **ACTIVITIES:**



1. Task Sheet ASE (A1 through A8-A-2) P-1: Have students complete VIN Code Task Sheet.
  2. Task Sheet ASE (A1 through A8-A-2) P-1: Have students complete Vehicle Service History Task Sheets
  3. Task Sheet ASE (A1 through A8-A-2) P-1: Have students complete Technical Service Bulletins Task Sheet.
  4. Task Sheet ASE (A1-A-2) P-1: Have students complete Service Manual Usage task Sheets.
  5. Task Sheet ASE (A1 through A8-A-2) P-1: Have students complete Vehicle Safety Certification Label Task Sheet.
  6. Task Sheet ASE (A1-A-1) P-1: Have students complete Work Order Task Sheet.
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#### **ASSIGNMENTS:**



1. Chapter crossword and word search puzzles.
  2. Complete end of chapter 10 question quiz.
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**CLASS DISCUSSION:**

1. Review and group discussion chapter Frequently Asked Questions and Tech Tips sections.
  2. Review and group discussion of the five (5) chapter Review Questions.
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**NOTES AND EVALUATION:**

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