

Name _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

1) What is included in the vehicle owner's manual that could be helpful for a service technician?

2) Lubrication service guides include what type of informati

3) Explain why factory service manuals or factory electronic service information is the most detailed of all service information.

4) Explain how flat-rate and parts guides are useful to customers.

5) Describe how hotline services and Internet sites assist service technicians.

Answer Key

Testname: ENGINES9_SHORT 8

1) The owner's manual includes many items of information that a technician needs to know, including capacity of the engine oil, transmission and differential, type of fluids and viscosity, recommended service intervals, as well as bulb trade numbers and how to operate all of the accessories.

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2) Lubrication service guides provide the factory recommended oil and fluids as well as the recommended service interval. Fluid capacity spec's and hoisting instructions and specifications.

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3) The factory service manuals and electronic service information are the most complete because they are designed and created to provide all of the information about a particular vehicle. Most non-factory service information may not include all of the systems or details as presented in the factory information.

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4) Labor (and parts) guides help the customer too because using these guides helps give customers an accurate cost estimate of the needed repair.

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5) Hotline service, such as www.identifix.com, offer the technician real-time help from an experienced technician who is very knowledgeable about the particular vehicle being serviced. This, plus www.iatn.net, which has available history of successful repairs, helps reduce the time spent on diagnosis in most cases, thereby saving the technician and the shop a lot of time.

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