

Name _____

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

1) What should the service technician include on the work order?

2) Why is factory service information the most detailed of all service information?

3) What customer information needs to be included on a repair order (RO)?

4) What are the major pieces of information that are included in the vehicle identification number (VIN)?

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

Answer Key

Testname: AEE6_SHORT1

- 1) The technician should document the work order by stating not only what was done, but what service tools were used such as:
 1. Verified the customer concern of a rough running engine and the “check engine light” was on by visual inspection.
 2. Looked for stored diagnostic trouble codes using a factory scan tool and noted that a P0300 (random misfire detected) was set.
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- 2) The most comprehensive and accurate service information is the service information from the vehicle manufacturer.
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- 3) Name and address of the owner with contact information, such as the cell phone number and email address.
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- 4) Although every vehicle manufacturer assigns various letters or numbers within these 17 characters, there are some constants, including: The first number or letter designates the country of origin. The model of the vehicle is commonly the fourth and/or fifth character. The eighth character is often the engine code. (Some engines cannot be determined by the VIN.) The tenth character represents the model year (MY) on all vehicles.
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- 5) Most owners’ manuals contain all or most of the following information.
 1. Meaning of dash symbols
 2. How to reset the maintenance reminder light
 3. Specifications, including viscosity of oil needed and number of quarts (liters)
 4. Tire pressures and standard, as well as optional, tire sizes
 5. Maintenance schedule for all fluids, including coolant, brake fluid, automatic transmission fluid, and differential fluid
 6. How to program the remote control, as well as the power windows and door locks
 7. How to reset the tire pressure monitoring system (TPMS) after a tire rotation
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