

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?

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

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

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4) What are additional types of service manuals that are available?

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5) How are flat-rate and parts guides are useful to customers?

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6) Lubrication service guides include what type of information?

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## Answer Key

Testname: INTRO\_SHORT12

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) 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 nonfactory service information may not include all of the systems or details as presented in the factory information.

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3) Hotline services, such as [www.identifix.com](http://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](http://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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4) Additional types of service manuals include specialty manuals on automatic transmission, manual transmissions, and engines.

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5) The flat-rate and parts guide are used to provide very accurate estimates. Regardless of how long it takes a service technician, the flat-rate time is what will be charged to the customer.

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6) Lubrication service guides provide the factory recommended oil and the fluid as well as the recommended service interval. Also included are maintenance item part numbers such as air and cabin filter.

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