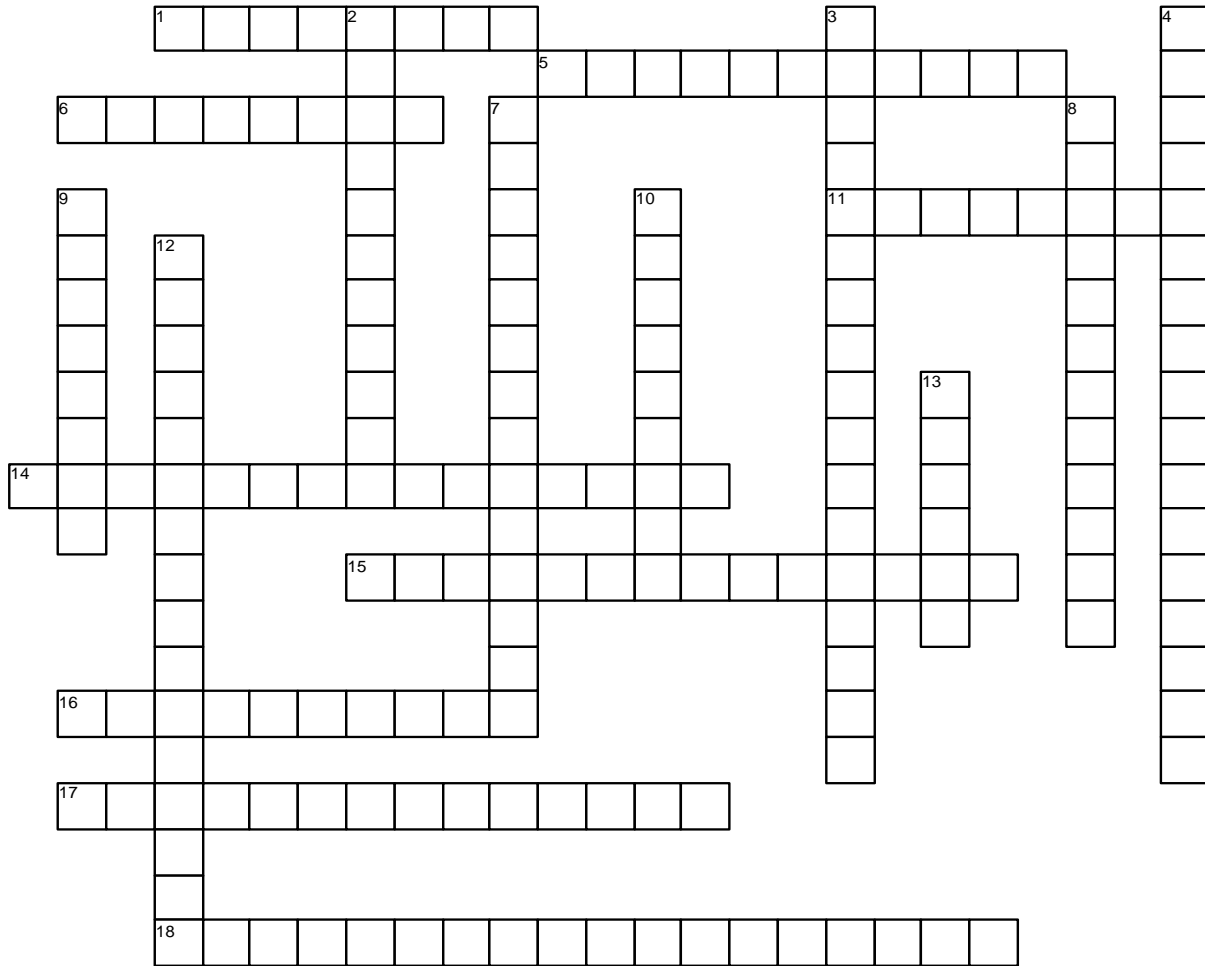


Service Information

Chapter 8



<http://jameshalderman.com>

ACROSS

- 1 A _____ is another name for a recall.
- 5 _____ list vehicle service procedures and the time it should take an average technician to complete the task.
- 6 _____ means that a technician is paid a set amount of time for every service operation.
- 11 The _____ has opened the field of information exchange and access to technical advice.
- 14 Examples of _____ manuals include unit repair for assembled components.
- 15 Factory and aftermarket _____ contain specifications and service procedures.
- 16 The _____ is the number of the day of the year.
- 17 A _____ provider is a

subscription-based helpline to assist service technicians solve technical problems.

- 18 While some factory service manuals are printed in one volume, most factory _____ is printed in several volumes due to the amount and depth of information presented.

DOWN

- 2 _____ supply guides and catalogs are usually free and often include expanded views of assembled parts along with helpful hints and advice.
- 3 _____ include all specifications for lubrication-related service.
- 4 _____ information is available mostly by subscription and provides access to an Internet site where service manual-type information

is available.

- 7 Automotive dealerships have tool rooms that are supposed to have all the _____ tools that are recommended by the factory.
- 8 It has been said by many automotive professional technicians and service advisors that the _____ is not read by many vehicle owners.
- 9 One disadvantage to having a _____ vs electronic service information is it can be lost or left in the vehicle.
- 10 The flat-rate method of pay is also called _____ or commission pay.
- 12 _____ are issued by the vehicle manufacturer to notify service technicians of a problem and include the necessary corrective action.
- 13 A recall is issued by a vehicle manufacturer and a notice is sent to all owners in the event of a safety- or emission-related fault or concern.