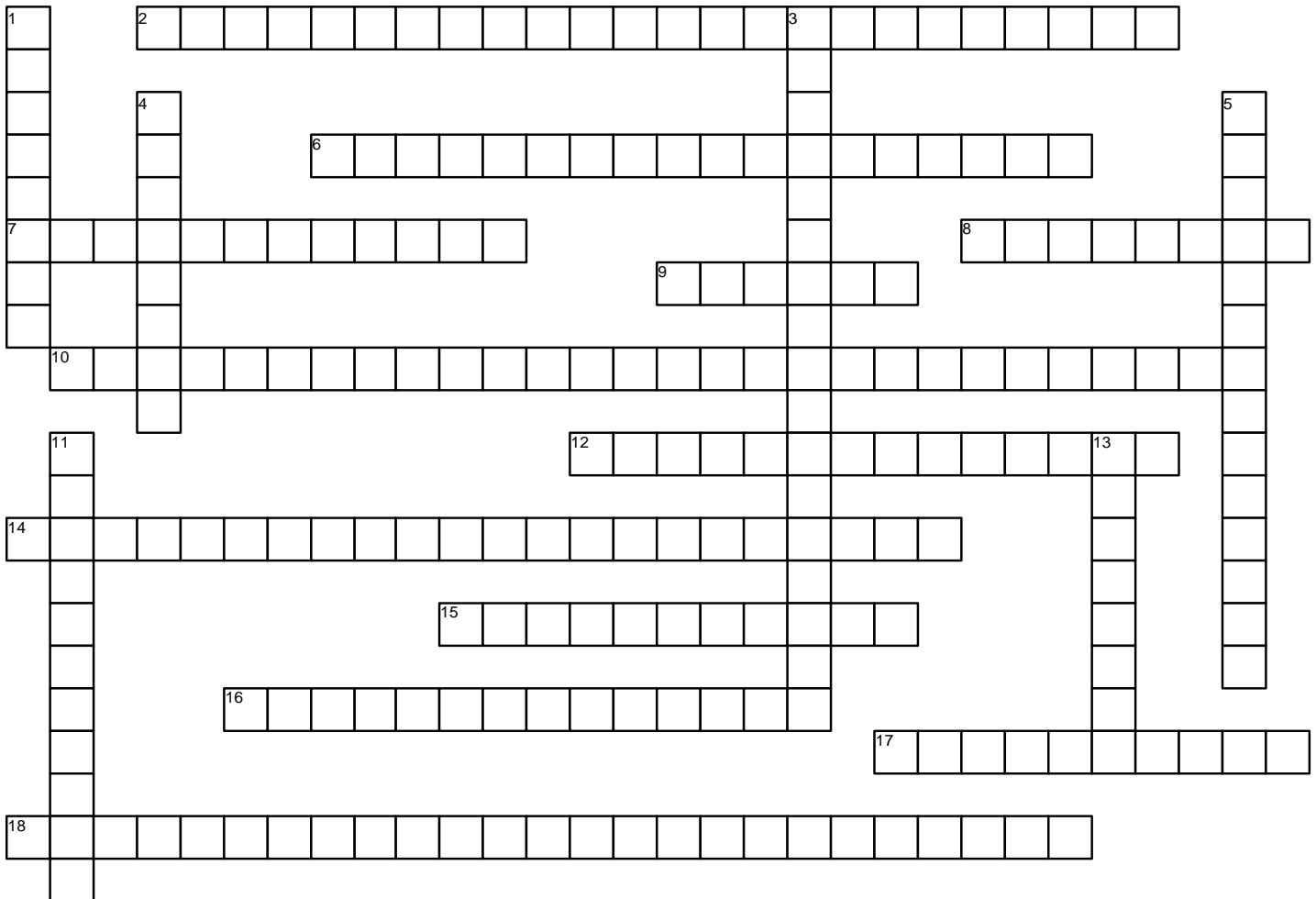


Service Information and Work Orders

Chapter 15



<http://jameshaldeman.com>

ACROSS

- 2** _____ and catalogs are usually free and often include expanded views of assembled parts along with helpful hints and advice.
- 6** 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.
- 7** It has been said by many automotive professional technicians and service advisors that the _____ is not read by many vehicle owners.
- 8** Labor time is called _____

- _____ and is found in labor guides.
- 9** 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.
- 10** _____ is available mostly by subscription and provides access to an Internet site where service manual-type information is available.
- 12** A _____ provider is a subscription-based helpline to assist service technicians solve technical problems.
- 14** Examples of _____ include _____ include unit repair for assembled components.

- 15** _____ list vehicle service procedures and the time it should take an average technician to complete the task.
- 16** Factory and aftermarket _____ contain specifications and service procedures.
- 17** The _____ is the number of the day of the year.
- 18** _____ are issued by the vehicle manufacturer to notify service technicians of a problem and include the necessary corrective action.

DOWN

- 1** One disadvantage to having a _____ vs

- electronic service information is it can be lost or left in the vehicle.
- 3** _____ include all specifications for lubrication-related service.
- 4** The _____ has opened the field of information exchange and access to technical advice.
- 5** A _____ is a fault that is often found to be common to a particular vehicle.
- 11** A _____ is also called a work order and is a legal document that is signed by the vehicle owner or his/her representative.
- 13** A _____ is another name for a recall.