

Automotive Engines 10th

Chapter 2 Service Information

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

1. Why is factory service information the most detailed of all service information?
2. What are the major pieces of information that are included in the vehicle identification number (VIN)?
3. What customer information needs to be included on a repair order (RO)?
4. What is included in the vehicle owner's manual that could be helpful for a service technician?
5. What should the service technician include on the work order?

Answer Key

Testname: ENGINES 10 SHORT02

1. 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.
Page Ref: 10
2. The VIN indicates a lot of information, including country of manufacturer, model and make, model year, as well as type of safety equipment and the serial number.
Page Ref: 85-14
3. Make, model, and year and other identifying information, such as color and vehicle identification number (vin). Name and address of the owner with contact information, such as the cell phone number and email address.
Page Ref: 11
4. 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.
Page Ref: 9
5. The technician should document the work order by stating not only what was done, but what service tools were used.
Page Ref: 11