

**Chapter 1 Service Information**

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

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4. What should the service technician include on the work order?

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

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## Answer Key

Testname: AHAC9SHORT01

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, meaning of dash symbols, and how to operate all of the accessories.  
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2. The most comprehensive and accurate service information is the service information from the vehicle manufacturer. This information is available for most, if not all, vehicles and can be purchased from their website.  
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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.  
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4. The technician should document the work order by stating not only what was done, but what service tools were used.  
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5. Since 1981, all vehicle manufacturers have used a VIN that is 17 characters long. 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.)  
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