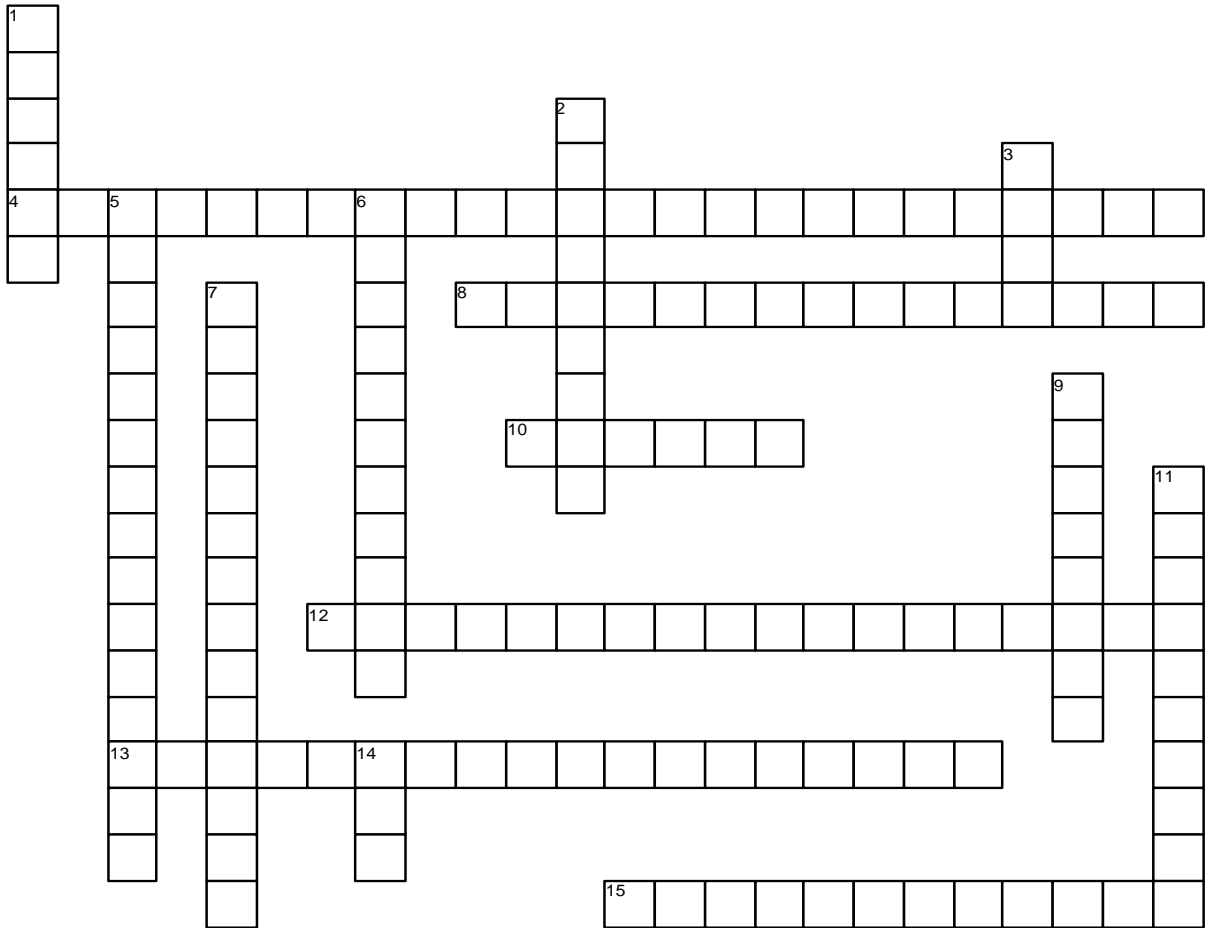


# Service Information, Work Orders, and Vehicle Identification

## Chapter 2



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### ACROSS

- 4 A \_\_\_\_\_ (TSB) is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information.
- 8 \_\_\_\_\_ rating (GAWR) is the maximum weight that an axle can support is usually followed by "FR" for front axle and "RR" for rear axle.
- 10 a \_\_\_\_\_ can occur when either the manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines there is a concern.
- 12 \_\_\_\_\_ is needed to correctly service or repair vehicles because it contains all of the specifications, as well as the specified procedures to follow when servicing or repairing a vehicle.
- 13 \_\_\_\_\_ rating (GVWR) is the maximum (upper limit) weight of a vehicle as specified by the vehicle manufacturer.
- 15 the \_\_\_\_\_ is the instructional booklet that comes with every new vehicle and includes important information.

### DOWN

- 1 The \_\_\_\_\_ character in a VIN is often the engine

code. (Some engines cannot be determined by the VIN.)

- 2 The \_\_\_\_\_ also called a repair order (RO), is a legal document that is signed by the vehicle owner or his/her representative. historically, the RO has been a paper document. however, more recently, many repair facilities have switched to using an electronic RO.
- 3 Abbreviation for vehicle emissions control information.
- 5 the first number or letter of a VIN designates the \_\_\_\_\_.
- 6 While factory service manuals cover just one year and one or more models of the same vehicle, most \_\_\_\_\_ service manuals cover multiple years and/or models in one manual.
- 7 The purpose of \_\_\_\_\_ is to provide a history of the service work that has been performed on the vehicle in the past.
- 9 a \_\_\_\_\_ is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction.
- 11 \_\_\_\_\_ drive (FWD) means that the front wheels are being driven by the engine, as well as turned by the steering wheel.
- 14 Abbreviation for vehicle identification number.