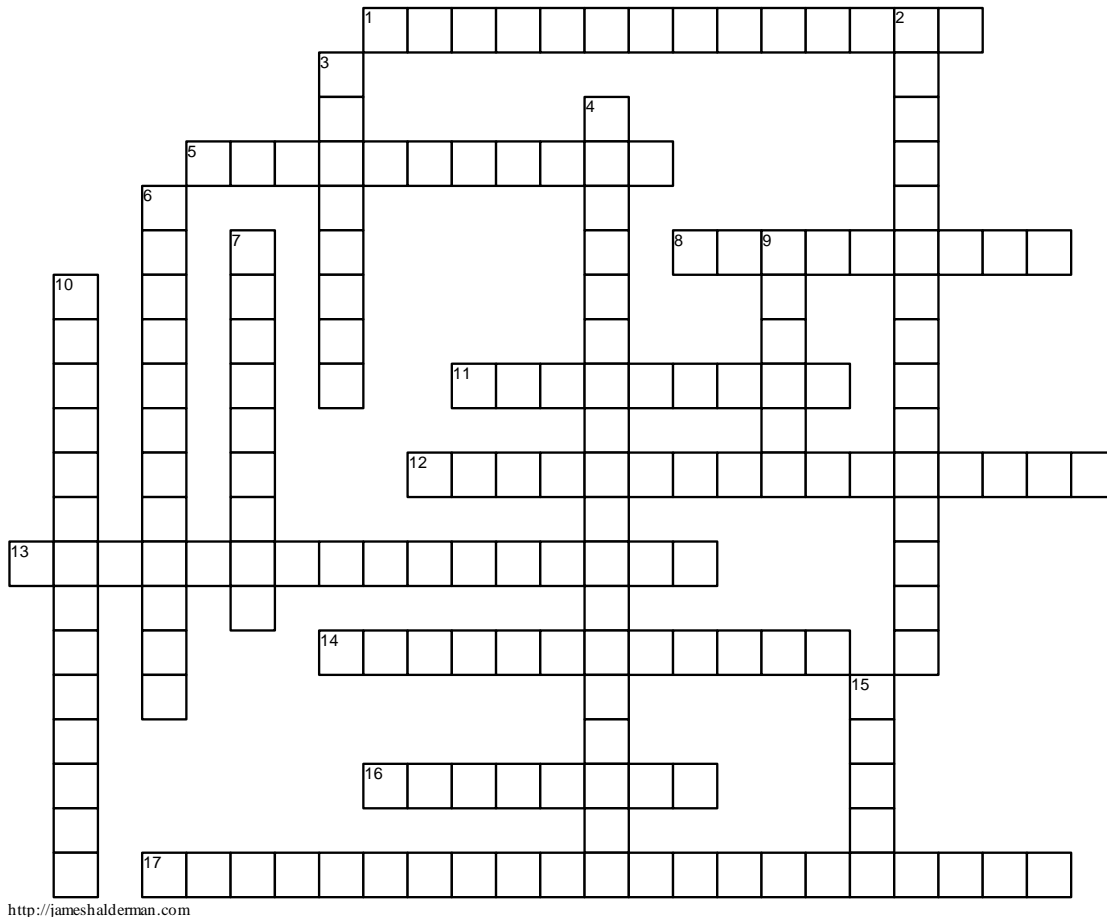


# Service Information, Work Orders, And Vehicle Identification

## Chapter 1



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### ACROSS

- 1 Automotive dealerships have tool rooms that are supposed to have all the \_\_\_\_\_ tools that are recommended by the factory
- 5 A work order is also called a \_\_\_\_\_.
- 8 The \_\_\_\_\_ is a legal document that is signed by the vehicle owner or his/her representative.
- 11 Typically, a new \_\_\_\_\_ starts in September or October of the year prior to the actual new year, but not always.
- 12 A \_\_\_\_\_ bulletin (TSB) is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information.
- 13 The \_\_\_\_\_ control information label under the hood of the vehicle shows informative

settings and emission hose routing information.

- 14 The \_\_\_\_\_ is the instructional booklet that comes with every new vehicle and includes important information.
- 16 A \_\_\_\_\_ is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction.
- 17 The \_\_\_\_\_ number is abbreviated VIN.

### DOWN

- 2 As part of the VIN, the first number or letter designates the \_\_\_\_\_.
- 3 The labor time, called \_\_\_\_\_, is found in labor guides, and lists vehicle service procedures and the time it should take an average technician to complete the task.
- 4 \_\_\_\_\_ 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.

- 6 The \_\_\_\_\_ weight rating is the maximum weight of a vehicle as specified by the vehicle manufacturer.
- 7 The \_\_\_\_\_ weight rating is the maximum weight that an axle can support and is usually followed by "FR" for front axle and "RR" for rear axle.
- 9 A \_\_\_\_\_ can occur when either the manufacturer or the NHTSA determines there is a concern.
- 10 The purpose of \_\_\_\_\_ is to provide a history of service work that has been performed on the vehicle in the past.
- 15 The abbreviation for the National Highway Traffic Safety Administration is \_\_\_\_\_.