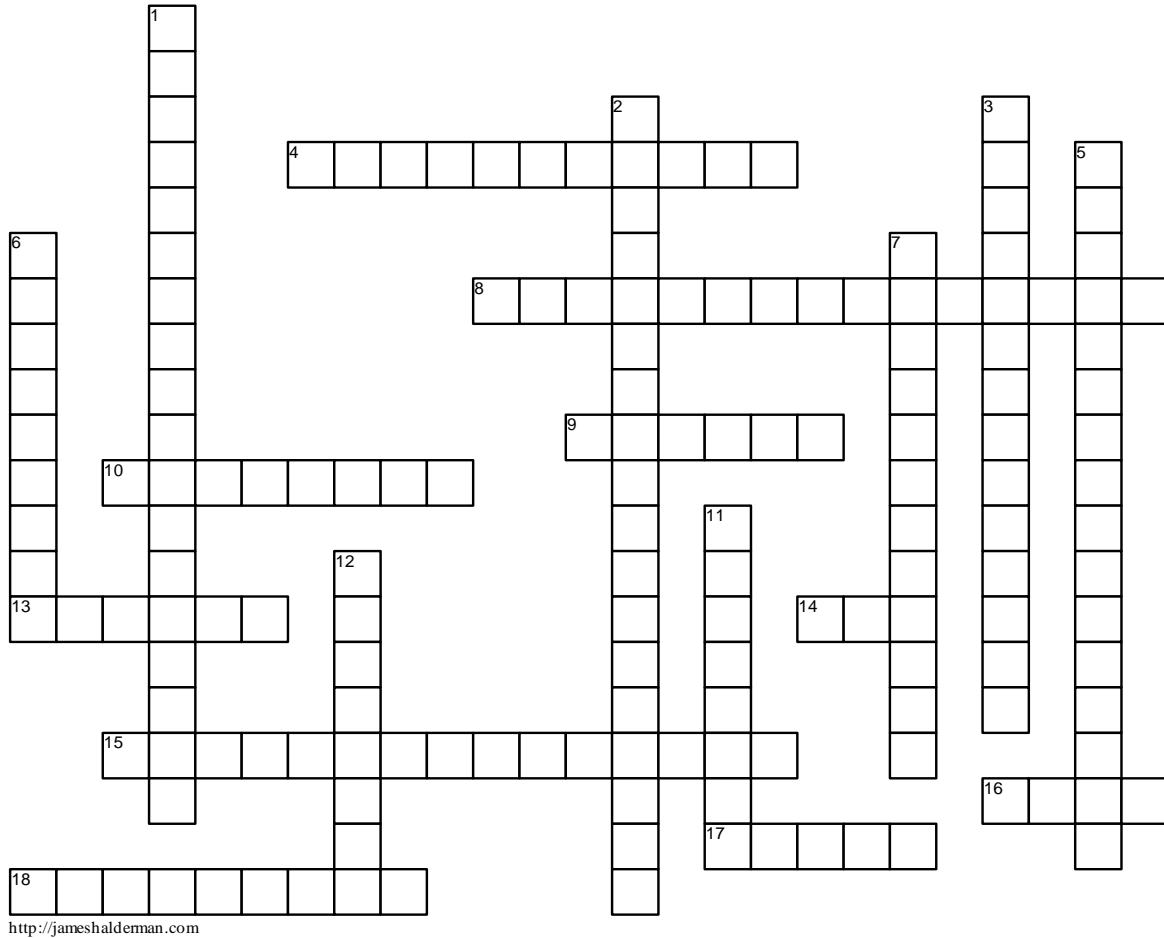


# Service Information, Work Orders, And Vehicle Identification

## Chapter 1



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### ACROSS

- 4 The \_\_\_\_\_ is a legal document that is signed by the vehicle owner or his/her representative.
- 8 The \_\_\_\_\_ 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 VIN year letters repeat every \_\_\_\_\_ years.
- 10 The seventh letter in a VIN designates the \_\_\_\_\_ of a vehicle.
- 13 A \_\_\_\_\_ can occur when either the manufacturer or NHTSA determines there is a concern.
- 14 The abbreviation for vehicle identification number is \_\_\_\_\_.
- 15 The first number or letter of a VIN designates the \_\_\_\_\_.
- 16 The \_\_\_\_\_ label under the hood of the vehicle shows informative settings and emission hose routing information.
- 17 The abbreviation for the National Highway Traffic Safety Administration is \_\_\_\_\_.
- 18 Another name for repair order is \_\_\_\_\_.

### DOWN

- 1 \_\_\_\_\_ 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.
- 2 The \_\_\_\_\_ rating is the maximum weight of a vehicle as specified by the vehicle manufacturer.
- 3 Automotive dealerships have tool rooms that are supposed to have all the \_\_\_\_\_ tools that are recommended by the factory.
- 5 A \_\_\_\_\_ bulletin is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information.
- 6 Typically, a new \_\_\_\_\_ starts in September or October of the prior year to the actual new year, but not always.
- 7 The \_\_\_\_\_ is the instructional booklet that comes with every vehicle and includes important information.
- 11 A \_\_\_\_\_ is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction.
- 12 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.