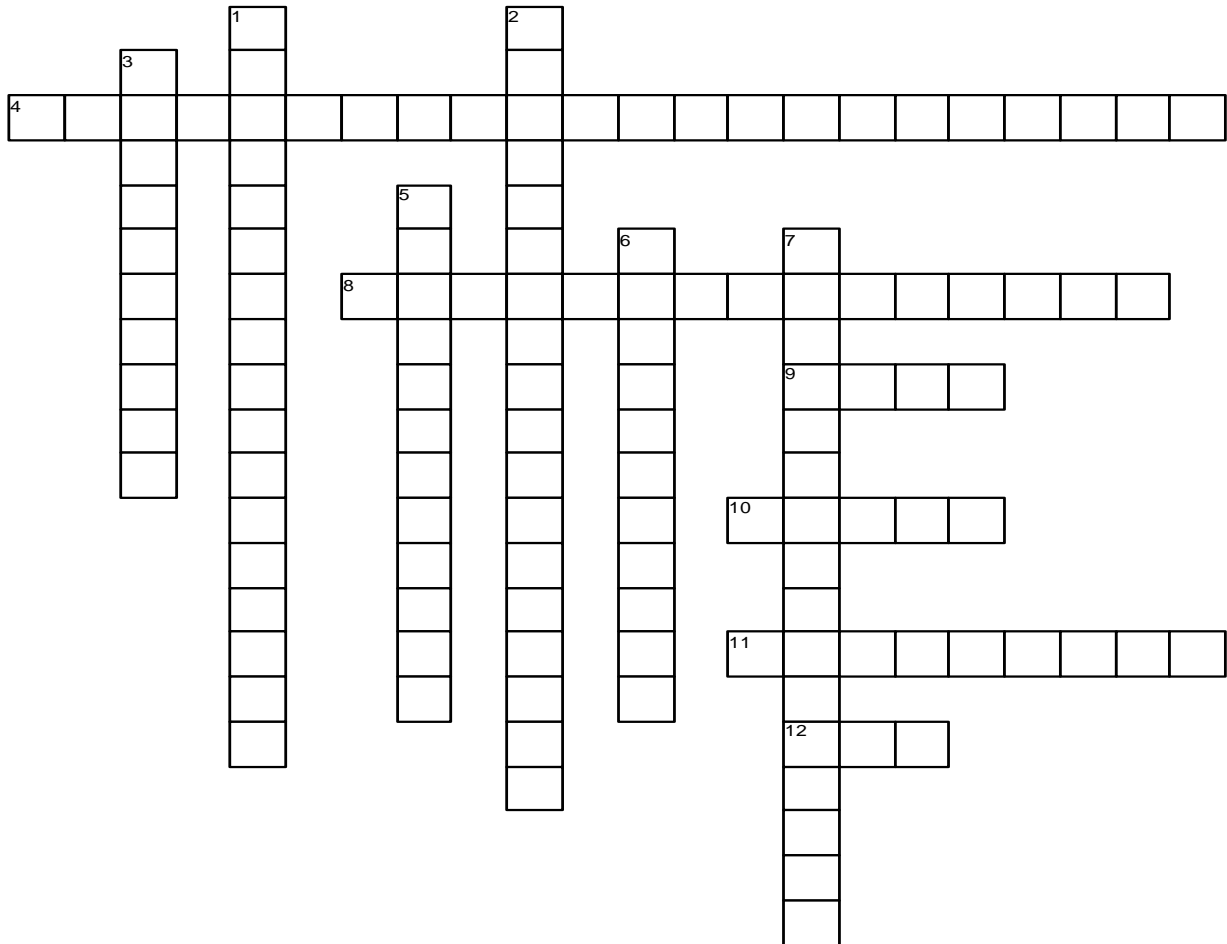


# The Diagnostic Process

## Chapter 1



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### ACROSS

- 4 A \_\_\_\_\_ is when a technician uses the same process for all problems and customer concerns to arrive at the root problem.
- 8 A \_\_\_\_\_ is what the service technician needs to perform when there is a customer concern but there are no stored diagnostic trouble codes.
- 9 A \_\_\_\_\_ is defined as an engine operating under a drive cycle that contains the necessary conditions for a particular test to be performed.
- 10 A \_\_\_\_\_ DTC is emission related and will cause the MIL to be turned on at the first trip if the computer has detected a problem.
- 11 A \_\_\_\_\_ is a test used to check if the exhaust valves in one or more cylinders are working properly.
- 12 The abbreviation for Technical Service Bulletin.

### DOWN

- 1 Manufacturers provide technicians information through scan tools that connect to the vehicle with a \_\_\_\_\_.
- 2 \_\_\_\_\_ is a method used to retrieve diagnostic trouble codes that will cause the malfunction indicator light (MIL) to flash out codes in sequence.
- 3 In many cases, performing a universal \_\_\_\_\_ will reset most monitors in most vehicles.
- 5 A \_\_\_\_\_ generates smoke under a slight pressure which can be used to find leaks. Usually used to find leaks in the EVAP system.
- 6 A \_\_\_\_\_ is a code that is displayed on a scan tool when the MIL is not on.
- 7 \_\_\_\_\_ are scan tools required by all dealers that sell and service the brand of vehicle.