

Name \_\_\_\_\_

**SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.**

1) What should the service technician include on the work order?

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2) Describe how hotline services and Internet sites assist service technicians.

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

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4) Why is factory service information the most detailed of all service information?

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5) What is included in the vehicle owner's manual that could be helpful for a service technician?

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## Answer Key

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- 1) The technician should document the work order by stating not only what was done, but what service tools were used.  
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- 2) Hotline services, such as [www.identifix.com](http://www.identifix.com), offer the technician real-time help from an experienced technician who is very knowledgeable about the particular vehicle being serviced. This, plus [www.iatn.net](http://www.iatn.net), which has available history of successful repairs, helps reduce the time spent on diagnosis in most cases, thereby saving the technician and the shop a lot of time.  
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- 3) Name and address of the owner with contact information, such as the cell phone number and email address.  
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- 4) 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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- 5) 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, as well as bulb trade numbers and how to operate all of the accessories.  
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