

Name \_\_\_\_\_

**MATCHING. Choose the item in column 2 that best matches each item in column 1.**

- |                                      |                                   |           |
|--------------------------------------|-----------------------------------|-----------|
| 1) Service Information               | A) Specifications                 | 1) _____  |
| 2) TSB                               | B) History of service work        | 2) _____  |
| 3) Recall                            | C) Owners manual                  | 3) _____  |
| 4) Work order                        | D) Record of what work was done   | 4) _____  |
| 5) Technician documentation          | E) Increase customer satisfaction | 5) _____  |
| 6) Flat rate                         | F) A legal document               | 6) _____  |
| 7) Service records                   | G) Special service tool           | 7) _____  |
| 8) SST                               | H) Potential vehicle problem      | 8) _____  |
| 9) Has dash symbol meanings          | I) NASTF                          | 9) _____  |
| 10) Resource for factory information | J) Labor time                     | 10) _____ |
|                                      | K) ASE                            |           |