

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?

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

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

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

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