

Automotive Technology 7th Edition

Chapter 13 – Service Information, Work Orders, and Vehicle Identification Lesson Plan



CHAPTER SUMMARY:

1. Owner's Manual, Service Information, TSBs, Recalls and Campaigns, Work Orders, and Service Records
2. Parts of a Vehicle, Front-Wheel Drive Versus Rear-Wheel Drive, and Vehicle Identification
3. Vehicle Safety Certification Label and VECI Label



OBJECTIVES:

1. Discuss the importance of vehicle owner's manuals, service records, and service information.
2. Explain the different types of service information.
3. Describe technical service bulletins.
4. Describe vehicle recalls and campaigns.
5. Discuss the importance of the work order.
6. Explain why service records are important.
7. Explain additional information to be obtained from the customer about the vehicle.
8. Discuss the parts of a vehicle.
9. Differentiate between front-wheel drive and rear-wheel drive.
10. Discuss vehicle identification.
11. Describe the vehicle safety certification label.
12. Describe the VECI label.



RESOURCES: (All resources may be found at jameshalderman.com)

1. Task Sheet: VIN Code
2. Task Sheet: Vehicle Service History
3. Task Sheet: Technical Service Bulletin
4. Task Sheet: Vehicle Service Information
5. Task Sheet: Vehicle Safety Certification Label
6. Task Sheet: Work Order
7. Chapter PowerPoint
8. Crossword Puzzle and Word Search
9. Videos: [\(A0\) Automotive Fundamentals Videos](#)
10. Animations: [\(A0\) Automotive Fundamentals Animations](#)



ACTIVITIES:

1. Task Sheet: VIN Code
2. Task Sheet: Vehicle Service History
3. Task Sheet: Technical Service Bulletin
4. Task Sheet: Vehicle Service Information
5. Task Sheet: Vehicle Safety Certification Label
6. Task Sheet: Work Order
7. Crossword Puzzle and Word Search

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ASSIGNMENTS:

1. Chapter crossword and word search puzzles from the website.
2. Complete end of chapter quiz from the textbook.
3. Complete multiple choice and short answer quizzes downloaded from the website.



CLASS DISCUSSION:

1. Review and group discussion chapter Frequently Asked Questions and Tech Tips sections.
2. Review and group discussion of the five (5) chapter Review Questions.



NOTES AND EVALUATION:
