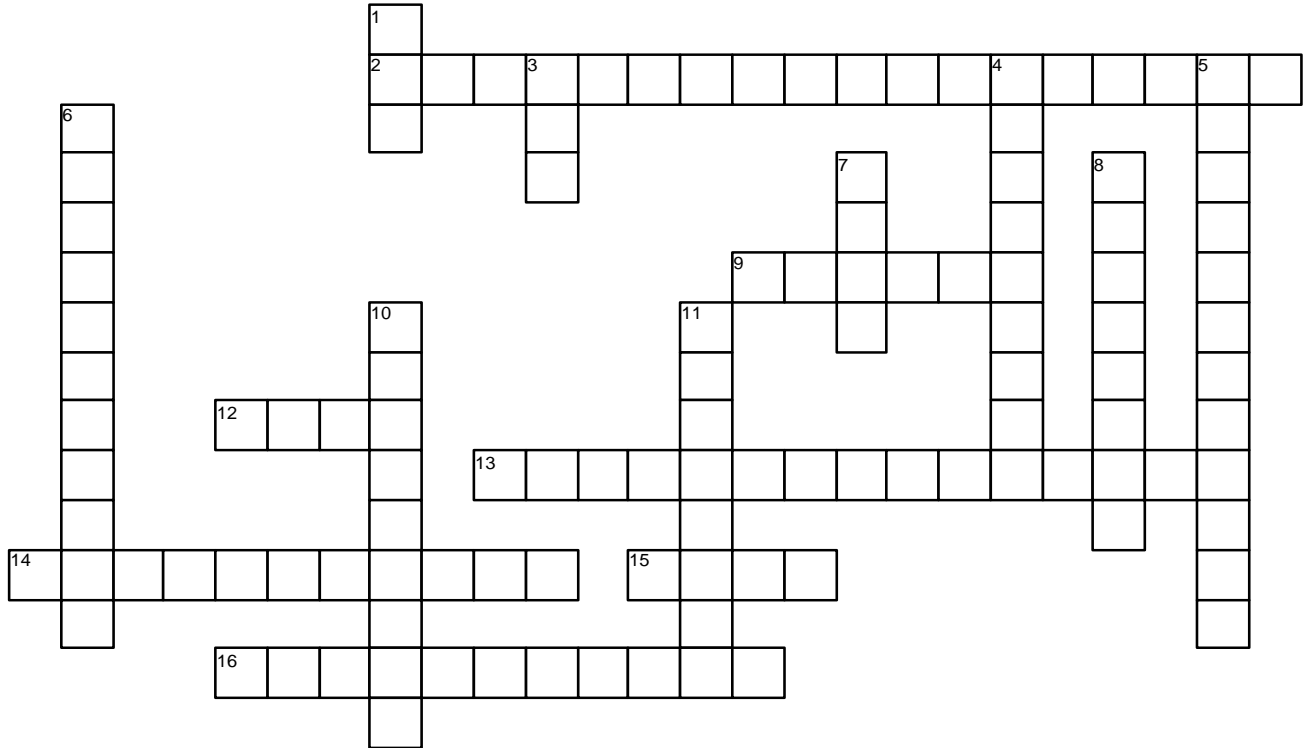


Service Information, Work Orders, and Vehicle Identification

Chapter 13



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ACROSS

- 2 _____ is needed to correctly service or repair vehicles because it contains all of the specifications, as well as the specified procedures to follow when servicing or repairing a vehicle.
- 9 a _____ can occur when either the manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines there is a concern.
- 12 _____ is the maximum (upper limit) weight of a vehicle as specified by the vehicle manufacturer. this is important to know if hauling a heavy load, such as in a truck or SUV.
- 13 The first number or letter of a VIN designates the _____.
- 14 The work order, also called a _____, is a legal document that is signed by the vehicle owner or his/her representative.
- 15 _____ is the maximum weight that an axle can support is usually followed by "FR" for front axle and "RR" for rear axle.
- 16 While factory service manuals cover just one year and one or more models of the same vehicle, most _____ service manuals cover multiple years and/or models in one manual.

DOWN

- 1 The ___ is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information.
- 3 The vehicle identification number, usually abbreviated ___ -
- 4 Typically, a new _____ (abbreviated MY) starts in September or October of the year prior to the actual new year, but not always.
- 5 The _____ is the instructional booklet that comes with every new vehicle and includes important information.
- 6 The labor time, called flat rate, is found in _____ and lists vehicle service procedures and the time it should take an average technician to complete the task.
- 7 The _____ label under the hood of the vehicle shows informative settings and emission hose routing information.
- 8 A _____ is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction.
- 10 The _____, also called a repair order (RO), is a legal document that is signed by the vehicle owner or his/her representative.
- 11 the labor time, called _____, is found in labor guides and lists vehicle service procedures and the time it should take an average technician to complete the task.