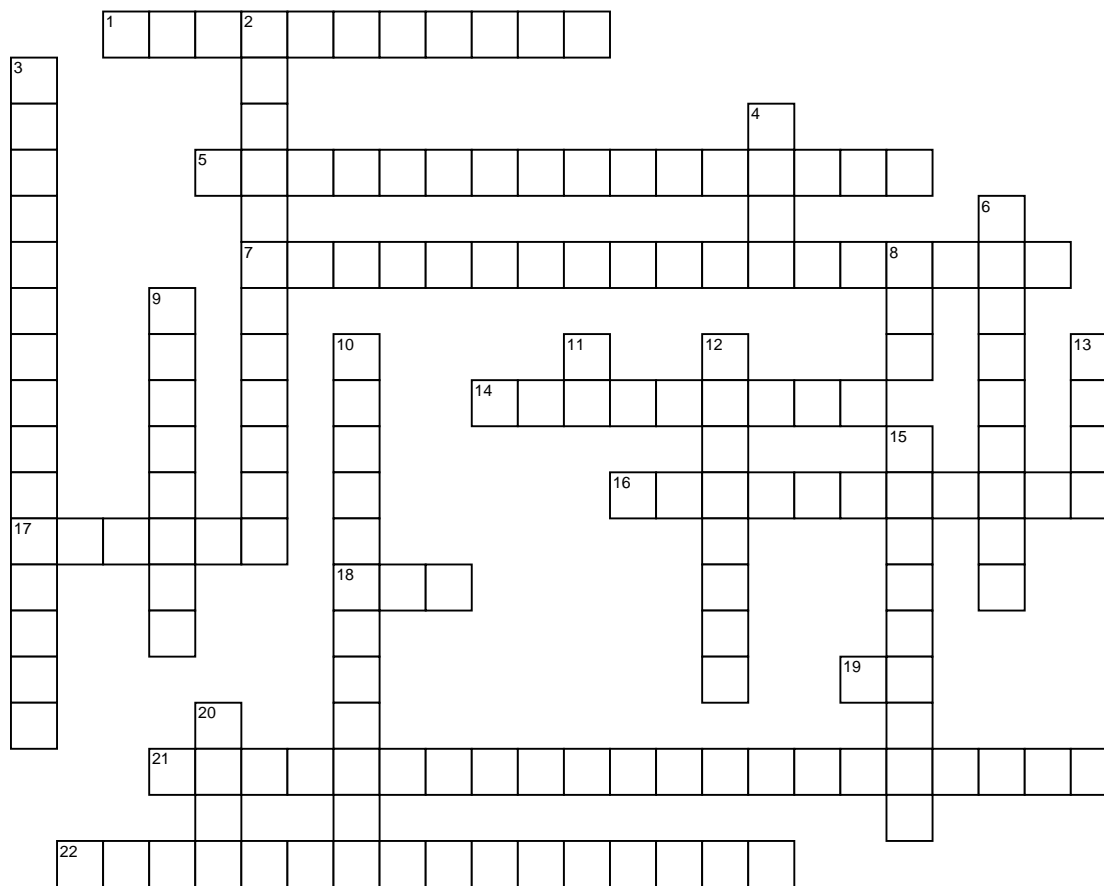


Service Information, Work Orders, and Vehicle Identification

Chapter 1



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ACROSS

- 1 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.
- 5 A _____ bulletin is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information.
- 7 _____ 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.
- 14 The _____ weight rating is the maximum weight that an axle can support is usually followed by "FR" for front axle and "RR" for rear axle.
- 16 The work order, also called a _____ (RO), is a legal document that is signed by the vehicle owner or his/her representative.
- 17 A _____ can occur when either the manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines there is a concern.

- 18 Abbreviation for vehicle identification number.
- 19 Abbreviation for model year.
- 21 Typically, a new model year (abbreviated MY) starts in September or October of the year prior to the actual new year, but not always. This is why the _____ number, usually abbreviated VIN, is so important.
- 22 The _____ control information (VECI) label under the hood of the vehicle shows informative settings and emission hose routing information.

DOWN

- 2 The _____ is the instructional booklet that comes with every new vehicle and includes important information.
- 3 The first number or letter of a VIN designates the _____.
- 4 Abbreviation for gross vehicle weight rating.
- 6 The _____, also called a repair order (RO), is a legal document that is signed by the vehicle owner or his/her representative.
- 8 Abbreviation for technical service bulletin.
- 9 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.
- 10 The _____ weight rating 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.
- 11 Abbreviation for repair order.
- 12 A _____ is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction.
- 13 Abbreviation for gross axle weight rating.
- 15 Typically, a new _____ (abbreviated MY) starts in September or October of the year prior to the actual new year, but not always. This is why the vehicle identification number, usually abbreviated VIN, is so important.
- 20 Abbreviation for vehicle emissions control information.