

Advanced Engine Performance Diagnosis 8th Edition

Chapter 1 – Service Information, Work Orders, and Vehicle Identification

Lesson Plan

CHAPTER SUMMARY:



1. Owner's Manual, Service Information, Technical Service Bulletins, and Work Orders
 2. Recalls and Campaigns, Service Records, Parts of a Vehicle, and Vehicle Identification
 3. Front-Wheel Drive versus Rear-Wheel Drive, Vehicle Certification Label, and VECI Label
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OBJECTIVES:



1. Discuss the importance of vehicle owner's manuals.
 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.
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RESOURCES: (All resources may be found at jameshalderman.com)



1. Task Sheet: Work Order
 2. Task Sheet: Service Manual Usage
 3. Task Sheet: Technical Service Bulletin
 4. Task Sheet: Vehicle Service History
 5. Task Sheet: VIN Code
 6. Chapter PowerPoint
 7. Crossword and Word Search Puzzles
 8. Videos: (A0) Vehicle Service Information, Identification, and Routine Maintenance
 9. Animations: (A0) Vehicle Service Information, Identification, and Routine Maintenance
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ACTIVITIES:



1. Task Sheet: Work Order
 2. Task Sheet: Service Manual Usage
 3. Task Sheet: Technical Service Bulletin
 4. Task Sheet: Vehicle Service History
 5. Task Sheet: VIN Code
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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.
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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.
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NOTES AND EVALUATION:
