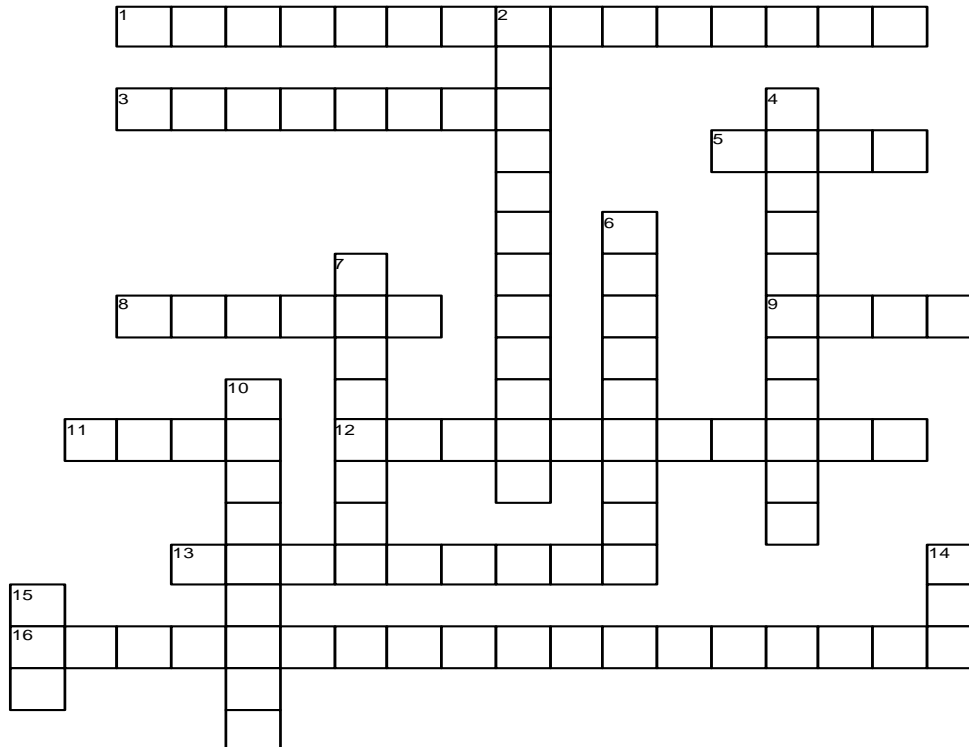


Advanced Engine Performance Diagnosis 8th Edition

Chapter 1

Service Information, Work Orders, and Vehicle Identification



ACROSS

- 1 The first number or letter in a vehicle identification number (VIN) designates the _____.
- 3 A _____ is typically issued when a manufacturer wants to improve a product's performance or increase customer satisfaction.
- 5 The maximum weight that an axle can support, including the weight of the vehicle and its cargo.
- 8 A notification issued by either the manufacturer or the National Highway Traffic Safety Administration (NHTSA) when there is a safety or emissions concern.
- 9 The maximum permissible weight of the vehicle, including its own weight and the weight of any cargo, passengers, and fuel..
- 11
- 12 A legal document signed by the vehicle owner that contains details about the service performed and is sometimes referred to as a work order.
- 13 The tenth character in the vehicle identification number (VIN) that represents the _____ of the vehicle.
- 16 This refers to the various types of technical information available for servicing vehicles, including technical service bulletins (TSBs) and manufacturer recommendations.

DOWN

- 2 A book that provides helpful information for the vehicle owner and service technicians, including maintenance schedules and safety information.
- 4 Documents or systems that outline the standard amount of time required to perform vehicle repairs and maintenance.
- 6 Another term for a repair order (RO), which is a legal document signed by the vehicle owner that includes the requested service and vehicle details.
- 7 A fixed charge for labor, independent of the time it actually takes to complete a job. Not explicitly defined in the document.
- 10 The thickness of a fluid, often used to describe the consistency of engine oil.
- 14 A 17-character code used to identify vehicles. The first character represents the country of origin, and the tenth character represents the model year.
- 15 Issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information. It may include diagnostic procedures and corrective action.