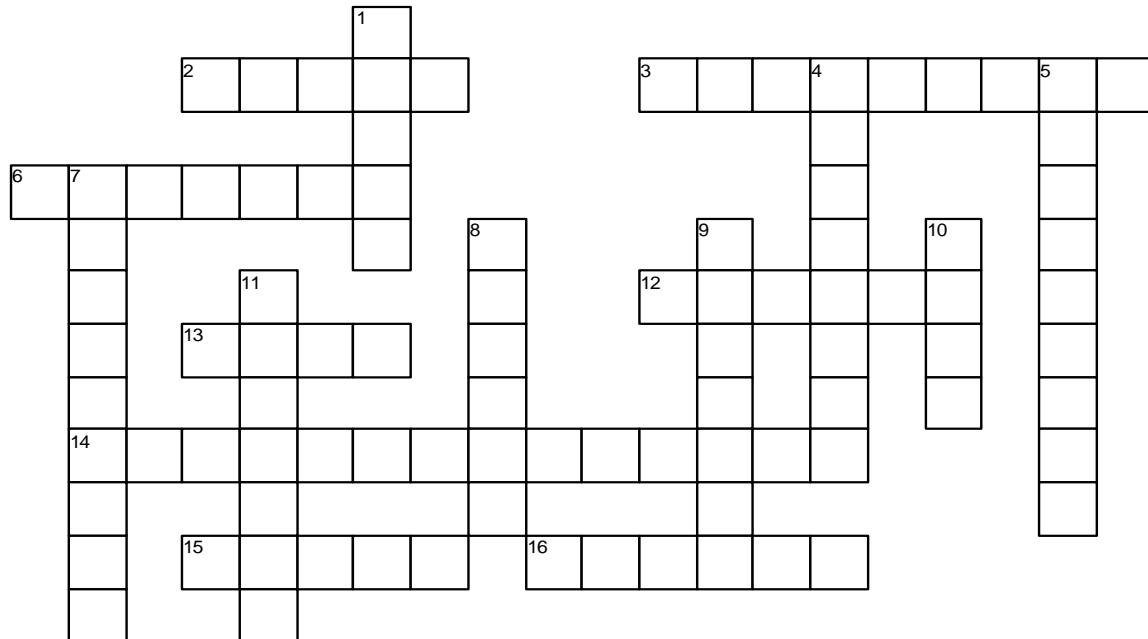


Automotive Electrical and Engine Performance 9th Edition Chapter 1 - Service Information, Work Orders, and Vehicle Identification



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ACROSS

- 2 _____ guides: Documents listing service procedures and the time it should take to perform them, serving as a reference for service estimations.
- 3 Refers to the thickness or resistance to flow of a fluid, such as motor oil, important for proper engine operation.
- 6 Gross _____ Weight Rating: The maximum weight limit for a vehicle as defined by the manufacturer, essential when hauling loads.
- 12 A process initiated by either the manufacturer or NHTSA when a safety or emissions issue is identified, requiring corrective action on affected vehicles.
- 13 _____ order: Another term for a repair order, documenting service tasks performed and serving as a contract between the vehicle owner and the service shop.
- 14 Vehicle _____ Number: A unique 17-character identifier for vehicles, with specific characters denoting aspects such as country of origin and engine code.
- 15 _____ Axle Weight Rating : The maximum weight an axle can support, typically indicated as "FR" (front axle) or "RR" (rear axle).
- 16 _____ manual: A document provided with a vehicle containing specifications, maintenance instructions, and operation details useful for service technicians.

DOWN

- 1 _____ year: The tenth character in the VIN, which denotes the vehicle's model year.
- 4 A manufacturer initiative aimed at improving product performance or enhancing customer satisfaction. If related to safety or emissions concerns, it is classified as a recall.
- 5 _____ Service Bulletin: Issued by manufacturers to inform technicians about known issues or important service information.
- 7 Vehicle _____ Control Information: A label under the hood listing emissions compliance codes and significant emissions control systems.
- 8 _____ order: A legal document detailing the service work requested or performed, signed by the vehicle owner or their representative.
- 9 _____ information: Specifications and procedures necessary to properly service or repair vehicles, often including technical bulletins.
- 10 _____ rate: The standardized labor time documented in labor guides, specifying the average time a task should take, used for creating estimates and paying technicians.
- 11 _____ of origin: The first character in the Vehicle Identification Number (VIN) indicating where the vehicle was manufactured.