

Automotive Technology 7th Edition

Chapter 13: Service Information, Work Orders, and Vehicle Identification

Matching Quiz

Name: _____

Date: _____

Matching: Choose the item in column 2 that best matches each item in column 1.

- | | | |
|---|---|-----------|
| 1. Owner's Manual | A. Issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information. | 1. _____ |
| 2. Service Information | B. A label that describes vehicle emissions control standards. | 2. _____ |
| 3. Technical Service Bulletin (TSB) | C. Indicated by the first character of the Vehicle Identification Number. | 3. _____ |
| 4. Campaign (Recall) | D. A unique identifier for a vehicle, typically required to be included on the work order. | 4. _____ |
| 5. Work Order (Repair Order - RO) | E. Contains all specifications and procedures needed to correctly service or repair vehicles. | 5. _____ |
| 6. Flat Rate | F. A legal document signed by the vehicle owner or representative, detailing service performed. | 6. _____ |
| 7. Service Records | G. Provide a history of the service work that has been performed on a vehicle in the past. | 7. _____ |
| 8. VIN (Vehicle Identification Number) | H. An instructional booklet that comes with every new vehicle and includes important information. | 8. _____ |
| 9. VECI label (Vehicle Emissions Control Information) | I. The labor time found in guides for vehicle service procedures, indicating the time an average technician should take to complete a task. | 9. _____ |
| 10. Country of Origin | J. Issued by a manufacturer to improve performance or address safety/emissions concerns, done at no cost to the vehicle owner. | 10. _____ |

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Answer Key

1. H

2. E

3. A

4. J

5. F

6. I

7. G

8. D

9. B

10. C