

Automotive Technology 7th Edition
Chapter 13: Service Information, Work Orders, and Vehicle Identification
Short Answer Quiz

Name: _____ Date: _____

1. What is the significance of a technical service bulletin (TSB), and how does it differ from a recall?

2. Explain the disadvantages of paper service manuals and how they were mitigated with the advent of electronic service information.

3. Describe the key pieces of information that must be included on a repair order (RO) and explain why it is considered a legal document.

4. What information does the vehicle safety certification label provide, and where can it typically be found on a vehicle?

5. Based on the text, how can a vehicle's engine code often be determined?

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6. Define Gross Vehicle Weight Rating (GVWR) and Gross Axle Weight Rating (GAWR), and explain their significance.

7. Describe the difference between factory service information and aftermarket service information. Which one is considered more comprehensive and accurate?

8. What is the purpose of a vehicle emissions control information (VECI) label, and where is it typically located?

9. Explain the difference between Front-wheel drive (FWD), Rear-wheel drive (RWD), Four-wheel drive (4WD), and All-wheel drive (AWD) in terms of engine placement and which wheels are driven.

10. When considering the service history of a vehicle, how might knowledge of a recent collision or a lack of regular maintenance influence a technician's approach to diagnosing a problem?
