The owner’s manual has a lot of information pertaining to the operation as well as the maintenance and servicing procedures that technicians often need. Some technical service bulletins also include the designated flat-rate time when specifying a repair procedure.
FIGURE 12.3 A main menu showing the major systems of the vehicle. Clicking on one of these major topics opens up another menu showing more detailed information.

FIGURE 12.4 Whenever calling a hot line service be sure that you have all of the vehicle information ready and are prepared to give answers regarding voltage readings or scan tool data when talking to the vehicle specialist.