Vehicle Service Information, Identification, and Routine Maintenance
Chapter 12

ACROSS

2. It has been said by many automotive professional technicians and service advisors that the _______ ______ is not read by many vehicle owners.
3. Factory and aftermarket _______ _______ contain specifications and service procedures.
4. _______ ______ are issued by the vehicle manufacturer to notify service technicians of a problem and include the necessary corrective action.
5. _______ ______ list vehicle service procedures and the time it should take an average technician to complete the task.
6. _______ _______ _________ is the number of the day of the year.
7. _______ _______ ______ is available mostly by subscription and provides access to an Internet site where service manual-type information is available.
8. _______ _______ ______ include all specifications for lubrication-related service.
9. _______ _______ ______ has opened the field of information exchange and access to technical advice.
10. _______ _______ ______ include unit repair for assembled components.
11. _______ _______ ______ is another name for a recall.
12. A _______ ______ provider is a subscription-based helpline to assist service technicians solve technical problems.

DOWN

1. While some factory service manuals are printed in one volume, most factory _______ ________ is printed in several volumes due to the amount and depth of information presented.
2. Examples of _______ _______ ______ include unit repair for assembled components.
3. A _______ ______ is another name for a recall.
4. A recall is issued by a vehicle manufacturer and a notice is sent to all owners in the event of a safety- or emission-related fault or concern.