FIGURE 13.1 The owner’s manual has a lot of information pertaining to the operation as well as the
service and resetting procedures that technicians often need.

FIGURE 13.2 Some technical service bulletins also include the designated labor time when specifying a
repair procedure.
FIGURE 13.3 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 13.4 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 test tool data when talking to the vehicle specialist.