Vehicle Service Information
Chapter 13

ACROSS
1. One disadvantage to having a ________ vs electronic service information is it can be lost or left in the vehicle.
3. 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.
5. ________ is available mostly by subscription and provides access to an Internet site where service manual-type information is available.
8. It has been said by many automotive professional technicians and service advisors that the ________ is not read by many vehicle owners.
10. ________ include all specifications for lubrication-related service.
11. The ________ has opened the field of information exchange and access to technical advice.
13. Examples of ________ include unit repair for assembled components.
14. ________ are issued by the vehicle manufacturer to notify service technicians of a problem and include the necessary corrective action.
15. Factory and aftermarket ________ contain specifications and service procedures.

DOWN
2. ________ and catalogs are usually free and often include expanded views of assembled parts along with helpful hints and advice.
4. A ________ provider is a subscription-based helpline to assist service technicians solve technical problems.
6. ________ list vehicle service procedures and the time it should take an average technician to complete the task.
7. The ________ is the number of the day of the year.
9. 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.
12. A ________ is another name for a recall.