
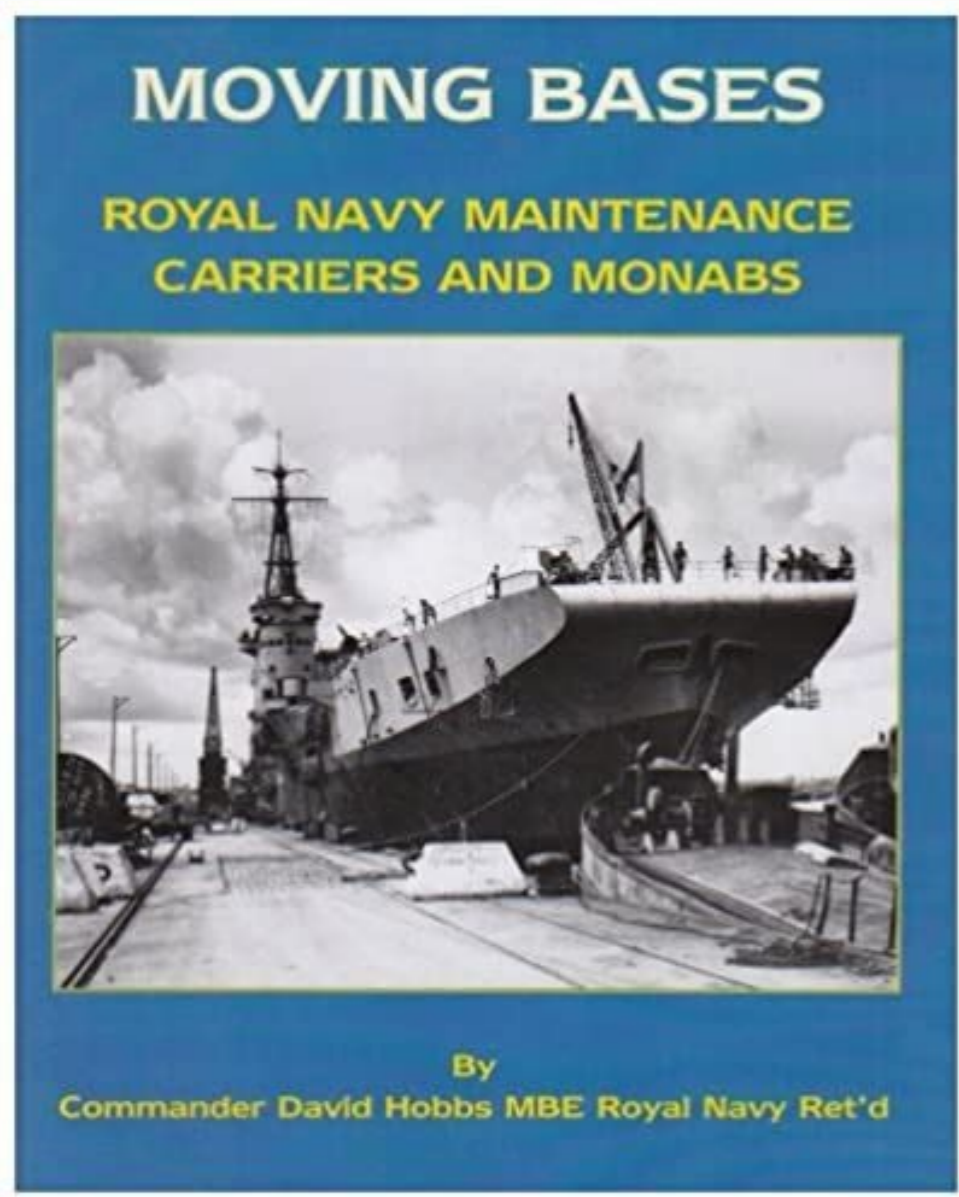
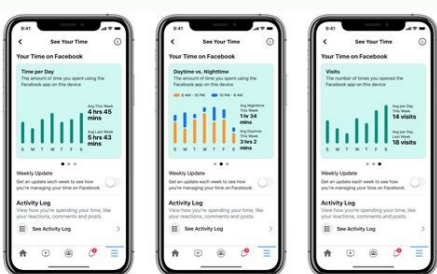


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Automatic Air-Conditioning System Operation66. This included a stored diagnostic trouble code and what was found to be wrong and what was done to complete the repair 19 What customer information needs to be included on a repair order (RO)?QUESTION 2: ? Scan Tools and Engine Performance Diagnosis91. Preventative Maintenance and Service Procedures18. ABS Diagnosis and Service12. On-Board Diagnosis90. Fuel Pumps, Lines, and Filters80. Airbag and Pretensioner Circuits61. Hybrid Vehicle High-Voltage Batteries93. Computer Fundamentals74. Front Suspensions and Service118. Fuel-Injection System Diagnosis and Service84. 1 Automotive Technology Principles, Diagnosis, and ServiceSixth Edition Chapter 15 Service Information and Work Orders Copyright © 2018, 2015, 2011 Pearson Education, Inc. 4 OWNERS MANUALS Most owners manuals contain all or most of the following information. Cranking System53. Engine Removal and Disassembly29. 26 Figure 15.6 The special tool number is printed or stamped on the tool for easy identification. Electric and Plug-in Hybrid Electric Vehicles94. Fasteners and Thread Repair9. Wiring Schematics and Circuit Testing46. Automatic Transmission/Transaxle Diagnosis and In-Vehicle Service136. Wheel Bearings and Service103. Engine Cleaning and Crack Detection30. 25 SPECIAL SERVICE TOOLS Tool rooms typically house all the special tools. Oscilloscopes and Graphing Multimeters44. Gasoline69. Electronic work orders include all of the same required information. The Kent-Moore part number J indicates a tool used to hold a timing chain 27 Copyright © 1996-2014, Amazon.com, Inc. Clicking on one of these major topics opens up another menu showing more detailed information 10 Tech Tip 11 What is included in the vehicle owner's manual that could be QUESTION 1: ? Math, Charts, and Calculations15. Drive Axles and Differentials131. Ignition System Components and Operation72. Turbocharging and Supercharging26. Factory Service Information: The most comprehensive and accurate service information. 20 ANSWER 2: The name and address of the owner with contact information, such as the cell phone number and address. Lubrication System Operation and Diagnosis24. What customer information needs to be included on a repair order (RO)? CAN and Network Communications50. Tires and Wheels114. Drum Brake Diagnosis and Service105. Technician Certification6. Coolant21. Fuel Cells and Advanced Technologies96. 12 Maintenance and resetting procedures.ANSWER 1: Maintenance and resetting procedures. Lighting and Signaling Circuits57. Disc Brakes106. 7 SERVICE INFORMATION CONTENTGeneral Information Maintenance and Lubrication Engines Automatic Transmissions Manual Transmissions and Axles Suspension and Steering Brakes Electrical/Electronics Heating, Ventilation and Air Conditioning Engine Performance 8 FREQUENTLY ASKED QUESTION 9 Figure 15. Power Tools and Shop Equipment11. Meaning of dash symbols How to rest the maintenance reminder light Specifications of fluids Tire pressures Maintenance schedules Operation of specific features Tire rotation and TPMS 5 Figure 15.1 The owner's manual has a lot of information pertaining to the operation, as well as the maintenance and resetting procedures, that technicians often need 6 SERVICE INFORMATION Contains all of the specifications, as well as the specified procedures to follow when servicing or repairing a vehicle. Brake Bleeding Methods and Procedures102. Environmental and Hazardous Materials8. Also available to the aftermarket. Fuel-Injection Components and Operation81. Tire and Wheel Service116. Audio System Operation and Diagnosis63. Electronic Stability Control Systems13. Engine Condition Diagnosis27. Exhaust Gas Recirculation Systems87. Machining Brake Drums and Rotors109. 22 Figure 15.5 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 23 How do hotline services and Internet sites assist service technicians?QUESTION 3: ? Working as a Professional Service Technician5. Steering Linkage and Service122. Automotive Wiring and Wire Repair45. Engine Blocks35. Service Information16. Diesel Engine Operation and Diagnosis20. Throttle Position (TP) Sensors76. Hybrid Safety and Service Procedures95. TSBS are designed for dealership technicians, but are republished by aftermarket companies and made available to others. Electronic Suspension Systems120. Four-Wheel-Drive and All-Wheel Drive132. Magnetism and Electromagnetism48. Power Brake Unit Operation, Diagnosis, and Service110. Automotive Background and Overview2. More likely to be in a dealership. Disc Brake Diagnosis and Service107. Temperature Sensors75. Security and Immobilizer Systems60. Drum Brakes104. Starting a Career in the Automotive Industry4. Cooling System Operation and Diagnosis22. or its affiliates 1. Steering Columns and Gears121. Alignment Diagnosis and Service126. 13 TECHNICAL SERVICE BULLETINSA technical Service Bulletin (TSB) is issued by the vehicle manufacturer to notify service technicians of a potential problem or other critical information. Aftermarket Service Information: Subscription services that include service information for many vehicles. Wheel Alignment Principles125. Gasoline Direct-Injection Systems82. Introduction to Hybrid Vehicles92. Autonomous Vehicles - Operation and Service Procedures62. Engine Assembly and Dynamometer Testing38. Mass Air Flow Sensors78. Vehicle Emission Standards and Testing85. Hotline services are an efficient way to get information on an as-needed basis. Ignition System Diagnosis and Service73. Careers in the Automotive Service Industry3. Series, Parallel, and Series-Parallel Circuits42. Tools are sorted by content area and numbered. Vibration and Noise Diagnosis and Correction133. Capacitance and Capacitors47. Drive Shafts and CV Joint Service130. A campaign is typically issued when a manufacturer wants to improve a product's performance or increase the customer's satisfaction. Suspension System Principles and Components117. Electrical Circuits and Ohm's Law41. Vehicle Identification and Emission Ratings17. Clutches127. Engine Installation and Break-in39. Electrical Fundamentals40. Electronic Throttle Control System83. Evaporative Emission Control Systems86. Heating and Air-Conditioning Components and Operation64. Hydraulic Power Steering Systems123. Cranking System Diagnosis and Service54. Engine Oil23. In-Vehicle Engine Service28. Gasoline Engine Operation, Parts, and Specifications19. Measuring Systems and Tools13. Charging System Diagnosis and Service56. 2 A main menu showing the major systems of the vehicleFigure 15.2 A main menu showing the major systems of the vehicle. Valve and Seat Service32. Air Management System65. Battery Testing and Service52. Electric Power Steering Systems124. 16 WORK ORDERS Work orders contain the following:Service advisor documentation Service technician documentation Parts documentation Labor time documentation Work orders serve as service records to provide a history of the service work performed. Pistons, Rings, and Connecting Rods34. How do hotline services and Internet sites assist service technicians? Hydraulic Components and Control Systems135. Diesel and Biodiesel Fuels71. Vehicle Lifting and Hoisting12. 3 LEARNING OBJECTIVES (2 of 2)15.4 Describe vehicle recalls and campaigns Explain why service records are important Explain hotline services, specialty repair manuals, and aftermarket supplies guides and catalogs. 21 HOTLINE SERVICES A subscription-based helpline to assist service technicians solve technical problems. Charging System55. 24 ANSWER 3: Hotline services and the Internet are an efficient way to get information on an as-needed basis. Catalytic Converters89. Heating and Air-Conditioning System Diagnosis67. Brake Hydraulic Systems99. MAP/BARO Sensors77. Hand Tools10. 14 Figure 15.4 Some technical service bulletins also include the designated flat-rate time when specifying a repair procedure 15 RECALLS AND CAMPAIGNS A recall can occur when either the manufacturer or the National Highway Traffic Safety Administration (NHTSA) determines there is a safety or emissions concern. Shop Safety7. ABS Components and Operation111. Automatic Transmission/Transaxle Principles134. Comfort and Convenience Accessories59. Circuit Testers and Digital Meters43. All Rights Reserved 2 LEARNING OBJECTIVES (1 of 2)15.1 Discuss the importance of vehicle, owner's manuals, service records, and service information Explain the different types of service information Discuss the importance of the work order. Positive Crankcase Ventilation and Secondary Air-Intake Systems88. Crankshafts, Balance Shafts, and Bearings36. Manual Transmissions/Transaxles128. Drive Shafts and CV Joints129. Cylinder Head and Valve Guide Service31. Driver Information and Navigation Systems58. Rear Suspensions and Service119. Tire Pressure Monitoring Systems115. TSBS are not an authorization for repair or a guarantee to correct a concern. Alternative Fuels70. Hydraulic Valves and Switches100. Batteries51. Brake Fluid and Lines101. Camshafts and Valve Trains33. Intake and Exhaust Systems25. 17 Labor Time Documentation 18 Figure 15.3 A typical work order showing the customer concern and what was done to correct the issue. Gaskets and Sealants37. Heating and Air-Conditioning System Service68. Braking System Components and Performance Standards97. Electronic Fundamentals49. What is included in the vehicle owner's manual that could be helpful for a service technician? Tools are recommended by the factory. Automatic Transmission/Transaxle Unit Repair Oxygen Sensors79. Parking Brake Operation, Diagnosis, and Service108. Braking System Principles and Friction Materials98. Scientific Principles and Materials14.

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