

Using Service Information

Textbook: *Modern Automotive Technology*, James E. Duffy, The Goodheart-Willcox Company, Inc., Tinley Park, IL, 2000

Vocabulary (p. 92)

Abbreviations
Component location
chart
Computerized service
data
Diagnostic charts


Flat rate manual
General repair manuals
Manufacturer's manual
Owner's manual
Service illustrations
Service manuals

Service publications
Technical bulletins
Vehicle identification
number (VIN)

Summary (p. 92)

1. Service manuals are books with detailed information on how to repair a vehicle. They have step-by-step procedures, specifications, diagrams, part illustration, and other data for each model of vehicle.
2. Manufacturer's manuals are published by vehicle manufacturers.
3. A service manual is divided into sections, such as general information, engine, transmission, and electrical.
4. The VIN is a number code that indicates information such as engine type, transmission type, and other useful information.
5. Various types of service illustrations are used to supplement the written information in a service manual.
6. Diagrams are drawings used when working with electrical circuits, vacuum hoses, and hydraulic circuit.
7. Abbreviations are letters that stand for entire words.
8. A flat rate manual is used to calculate how much labor to charge the customer for a repair.
9. Computerized service data is information stored or retrieved using a personal computer instead of a book or publication.

How to Access the "Online" Lesson

1. Be sure your computer having the Internet connection
2. Double-click the *Internet Explorer icon* on Desktop window
3. Click in the address box (then the text should be highlighted), type the learning website as WWW.CHECLEC.NET and press the ENTER key or click GO button
4. Click the link *Using Service Information* and then you're prompted to enter password: _____ (all letters are typed in lowercase and no space between)
5. Click the PRINT button to print the text, and click the  image to open the audio clip