



Task Title: Technical Service Bulletins

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☐ Apprenticeship ☒

Secondary School ☐ Post Secondary ☐ Independence ☐

Task Description: The learner will read about Technical Service Bulletins and how they may be used by automotive service technicians.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2

Materials Required:

- Pen/pencil and paper

Learner Information

Automotive service technicians may subscribe to technical service bulletins from automotive manufacturers. They need to read and incorporate this information into their work every day to make sure each vehicle is properly serviced.

Read “Technical Service Bulletins”.

Technical Service Bulletins

Technical Service Bulletins (TSBs) are document recommended procedures for repairing vehicles issued by a vehicle manufacturer. TSBs are typically issued when an unexpected problem has happened several times. TSBs may be vehicle-specific or they may cover many types of vehicles produced by the same manufacturer.

Most TSBs are written by the first automotive technician to come up with a repair procedure to fix the issue. Because certain problems may have more than one cause and there is sometimes more than one way to fix a problem, there may be more than one TSB for the same problem.

A major difference between a product recall and a TSB in the automotive industry is that a product recall usually happens because of a safety issue. Car owners are typically notified that there has been a recall and their vehicle requires repairs. The repair work is usually done at no charge to the car owner, regardless of the car's warranty status.

With a TSB, the dealer is not usually required to notify car owners, and repairs do not have to be done free of charge.

A TSB can help automotive repair technicians because they will receive a description and solution to the problem. This can save them time, can provide proven solutions to common problems, and can standardize the repair process.

Adapted from: https://en.wikipedia.org/wiki/Technical_Service_Bulletin

Work Sheet

Task 1: When would a TSB usually be issued?

Answer:

Task 2: Who usually writes a TSB?

Answer:

Task 3: List three differences between a TSB and a product recall.

Answer:

Task 4: List three ways a TSB may be helpful to an automotive repair technician.

Answer:

Answers

Task 1: When would a TSB usually be issued?

Answer: TSBs are typically issued when an unexpected problem has occurred several times.

Task 2: Who usually writes a TSB?

Answer: A TSB is usually written by the first automotive technician who came up with the repair to fix the issue.

Task 3: List three differences between a TSB and a product recall.

Answer:

- A product recall usually happens because of a safety issue; a TSB is not usually safety related.
- A product recall requires car owners to be notified; a TSB does not.
- A product recall is typically done at no charge to the car owner; a TSB is not free of charge.

Task 4: List three ways a TSB may be helpful to an automotive repair technician.

Answer:

- It saves time
- It can provide proven solutions to common problems
- It can standardize the repair problem

Performance Descriptors

| Levels | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
|--------|---|------------|---|------------------------------|
| A1.2 | scans text to locate information | | | |
| | locates multiple pieces of information in simple texts | | | |
| | makes low-level inferences | | | |
| | makes connections between sentences and between paragraphs in a single text | | | |
| | reads more complex texts to locate a single piece of information | | | |
| | follows the main events of descriptive, narrative and informational texts | | | |
| | obtains information from detailed reading | | | |
| | begins to identify sources and evaluate information | | | |

This task: Was successfully completed ☐ Needs to be tried again ☐

Task Title: TechnicalServiceBulletins_A_A1.2

Learner Comments:

Instructor (print):

Learner (print):