

## I. GENERAL PURPOSE/AUDIENCE

Writing in the field of Automotive Systems Technology requires clear process analysis skills and fluency in the jargon used in this trade. The purposes of writing in this field are primarily to estimate the cost of labor and materials, to describe work that has been completed, and to communicate appropriately via email or other written correspondence. Audiences for this field include coworkers, shop managers/site supervisors, business owners, technicians, vendors, and customers.

## II. TYPES OF WRITING

For students in the program and entry-level technicians:

- Material/labor cost estimates
- Work orders
- Repair descriptions
- Email correspondence
- Resumés

For shop managers/site supervisors:

- Business plans
- Proposals for funding for new equipment

For higher-level technicians:

- Warranties
- Instruction manuals

## III. TYPES OF EVIDENCE

- Product research
- Cost analysis
- Experience in the field

## IV. WRITING CONVENTIONS

- Templates/forms are prefabricated for estimates, work orders, and repair descriptions.
- Most shops utilize specific software to complete forms electronically.
- Clear, concise language is preferred.
- Passive voice is used for process analysis.
- Sentence fragments and abbreviations are acceptable for estimates, work orders, and repair descriptions.

## V. COMMON TERMS AND CONCEPTS

This is perhaps the most important aspect of writing in these trades. The discipline-specific vocabulary is extensive and cannot be completely covered here; however, it can be found through organizational websites such as the Inter-Industry Conference on Auto Collision Repair, or I-CAR (<https://www.i-car.com/>). Learning the jargon is an essential part of the curriculum in the Automotive Systems Technology program. Acronyms are especially important for the types of writing auto technicians will do, especially when it comes to estimates, work orders, and repair descriptions. The following is not a complete list, but contains some of the more commonly used acronyms:

- FR (Flat Rate)
- O/H (Overhaul)
- LKQ parts (Like, Kind, and Quality)
- IO (Included Operations)
- NIO (Not Included Operations)
- OEM (Original Equipment Manufacturer)
- R&R (Remove and Replace)
- R&I (Remove and Install)
- D&R (Disconnect and Reconnect)
- DVOM (Digital Volt-Ohm Meter)
- ABS (Anti-lock Brake System)
- CNG (Compressed Natural Gas)
- EV (Electric Vehicle)
- HEV (Hybrid Electric Vehicle)
- LPG (Liquefied Petroleum Gas)
- MSDS (Material Safety Data Sheet)
- SAI (Steering Axis Inclination)
- SLA (Short-long Arm)
- TCS (Traction Control System)
- VOC (Volatile Organic Compound)
- VIN (Vehicle Identification Number)
- PEV (Plug-in Electric Vehicle)
- PHEV (Plug-in Hybrid Electric Vehicle)
- BEV (Battery Electric Vehicle)

## VI. CITATION STYLE

N/A—Most of this writing follows software-generated templates or otherwise pre-fabricated forms.