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| 1. Currently there is a great shortage of qualified automotive technicians.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 2. Electricity travels at the speed of sound.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 3. Electronic components have no moving parts.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 4. Often, according to terms of the warranty, the owner of a new car must pay a deductible charge. The manufacturer pays for all repairs over the deductible amount.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 5. A Federal Emissions Performance Warranty requires that the customer pay one-half of the repair charge.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 6. EPA refers to the Emission Protection Agency.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 7. The costs of preventive maintenance performed on a leased vehicle are paid by the automobile dealer.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 8. NAPA service centers are franchised repair shops.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 9. Repair estimates are required by law in most states.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 10. A hybrid vehicle has two separate sources of power. These two power sources can work together to move the vehicle, or each can power the vehicle on its own.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:14 AM | |

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| 11. Modern, clean burning, and highly efficient diesel engines use computer controls.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 12. Specialty technicians work on only one vehicle system (such as transmissions).   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:15 AM | |

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| 13. ASE certification is mandatory in most states.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 14. Before taking the ASE L1 test, the technician must pass the Electricity and Engine Performance tests.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | | *POINTS:* | 1 | | *QUESTION TYPE:* | True / False | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 15. Repair work performed on vehicles still under the manufacturer’s warranty is usually performed by \_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | independent service shops | |  | b. | dealerships | |  | c. | specialty shops | |  | d. | independent service shops or dealerships |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | dealerships | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:15 AM | |

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| 16. Which of the following businesses perform work on only one or two automotive systems?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | dealerships | b. | independent service shops | |  | c. | specialty shops | d. | fleet service departments |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | specialty shops | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 17. Normally, whose job is it to prepare a repair cost estimate for a customer?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | service manager | b. | parts manager | |  | c. | master automotive technician | d. | service advisor |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | service advisor | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 18. To be successful, a parts counter person must possess all the following skills EXCEPT:   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | sales skills | b. | repair skills | |  | c. | vehicle knowledge | d. | inventory skills |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | repair skills | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 19. To be successful, today’s automotive technician must have \_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | a sound understanding of automotive technology | |  | b. | on-the-job experience | |  | c. | continuous training in new technology | |  | d. | All the answers are correct. |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | all answers are correct | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 2/28/2019 4:10 PM | |

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| 20. A technician must have a minimum of \_\_\_\_ years(s) of full-time, hands-on work experience as an automotive technician to get ASE certification.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | one | b. | two | |  | c. | three | d. | four |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | two | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 21. A technician who passes all eight basic ASE automotive certification tests is certified as a(n) \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | automotive technician | b. | master automotive technician | |  | c. | service manager | d. | parts manager |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | master automotive technician | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 22. The BMW Step Program is an example of a(n) \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | apprenticeship program | b. | cooperative education program | |  | c. | postgraduate education program | d. | job-shadowing program |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | postgraduate education program | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 23. Wholesale auto parts stores that sell aftermarket parts and supplies to service shops and the general public are called \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | warehouse distributors | b. | mass merchandisers | |  | c. | jobbers | d. | freelancers |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | jobbers | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 24. Ongoing technical training and support are available from \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | aftermarket parts manufacturers | b. | auto manufacturers | |  | c. | jobbers | d. | All the answers are correct. |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | all answers are correct | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 2/28/2019 4:10 PM | |

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| 25. *Technician A* says that after an individual passes a particular ASE certification exam, that person is certified in that test area. *Technician B* says all the questions on an ASE certification exam are multiple choice type questions. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | B only | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 26. An expert technician is one who guides, encourages, and counsels automotive students, explains things that may not be clear to them, and stays in contact with them during their training and entry into the workforce. This person is called a \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | mentor | b. | counselor | |  | c. | patron | d. | benefactor |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | mentor | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:16 AM | |

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| 27. ASE tests are being discussed. *Technician A* says ASE is administered by the Department of Transportation. *Technician B* says most states require technicians to be ASE certified before they can work on automobiles. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | neither A nor B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:17 AM | |

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| 28. Repair shops are being discussed. *Technician A* says a franchise shop typically repairs all areas of the vehicle. *Technician B* says dealerships are typically owned by the car manufacturer. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | neither A nor B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 29. *Technician A* says fleet service and maintenance technicians only work on trucks. *Technician B* says fleet service technicians in some large fleets are authorized to do warranty work for the manufacturer who sold the vehicles to the fleet. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | B only | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 30. *Technician A* says the shop foreman’s primary job is to help technicians with difficult jobs. *Technician B* says the shop foreman is sometimes called the lead technician. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | both A and B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 31. Service advisors are being discussed. *Technician A* says the service advisor serves as the liaison between the customer and the technician. *Technician B* says most shops use computers to generate repair orders and estimates, therefore having good computer skills is essential for a service advisor. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | both A and B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 32. ASE certification is being discussed. *Technician A* says there are eight basic automobile technician certification areas. *Technician B* says you must pass all eight to become an ASE Master Technician. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | both A and B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:17 AM | |

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| 33. *Technician A* says cooperative education programs are typically two years in length. *Technician B* says students in cooperative education programs spend the first year in the classroom and the second year working in the field. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | a | | *RATIONALE:* | A only | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 34. *Technician A* says a specialty shop works on only one brand of car. *Technician B* says specialty shops work on only one or two systems of the automobile. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | both A and B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 35. Electronic components \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | have no moving parts | b. | are durable | |  | c. | do not require periodic adjustment | d. | All the answers are correct. |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | all answers are correct | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 2/28/2019 4:11 PM | |

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| 36. The typical new car warranty covers repairs and replacement parts for \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 1 year/15,000 miles | b. | 2 years/24,000 miles | |  | c. | 3 years/36,000 miles | d. | 5 years/50,000 miles |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | 3 years/36,000 miles | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 37. The Federal Emissions Performance Warranty covers the catalytic converter for \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | 2 years/24,000 miles | b. | 5 years/50,000 miles | |  | c. | 8 years/80,000 miles | d. | 10 years/100,000 miles |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | 8 years/80,000 miles | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 38. In a large dealership, the service director oversees the operation of \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | the service department | b. | the parts department | |  | c. | the body shop | d. | All the answers are correct. |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | All the answers are correct. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 2/28/2019 4:11 PM | |

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| 39. ASE certified technicians must be retested every \_\_\_\_\_ years to remain certified.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | two | b. | four | |  | c. | five | d. | seven |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | five | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 40. Two technicians are discussing career opportunities. *Technician A* says working at a dealership helps one to develop into a well-rounded technician. *Technician B* says working at a dealership provides excellent opportunities for ongoing training. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | B only | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 41. Which of the following jobs require(s) a good working knowledge of all automotive systems and all major components?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | parts specialist | b. | service advisor | |  | c. | service manager | d. | All the answers are correct. |  |  |  | | --- | --- | | *ANSWER:* | d | | *RATIONALE:* | All the answers are correct. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 2/28/2019 4:12 PM | |

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| 42. Parts manufactured by the same company that built the vehicle or the company that supplied the parts to the manufacturer of the vehicle are called \_\_\_\_\_ parts.   |  |  |  | | --- | --- | --- | |  | a. | aftermarket | |  | b. | OEM (original equipment manufacturer) | |  | c. | secondary replacement | |  | d. | manufacturer’s specification |  |  |  | | --- | --- | | *ANSWER:* | b | | *RATIONALE:* | OEM [original equipment manufacturer] | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:19 AM | |

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| 43. What part listed here is NOT covered by the Federal Emissions Defect Warranty?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | ignition module | b. | mass airflow sensor | |  | c. | water pump | d. | fuel pressure regulator |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | water pump | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 44. *Technician A* says some shops have technician teams, consisting of several technicians with different levels of expertise. *Technician B* says the lead tech is sort of the shop foreman of the team. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | c | | *RATIONALE:* | both A and B | | *POINTS:* | 1 | | *QUESTION TYPE:* | Multiple Choice | | *HAS VARIABLES:* | False | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 45. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ helps technicians with more difficult tasks and serves as the quality-control expert.   |  |  | | --- | --- | | *ANSWER:* | shop foreman | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:26 AM | |

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| 46. Writing accurate repair estimates is a responsibility of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | service advisor  service writer  consultant | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:29 AM | |

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| 47. For every auto dealership, there are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ independent repair shops.   |  |  | | --- | --- | | *ANSWER:* | 6  six | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 48. Most shops use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to generate repair orders and estimates and to schedule the shop’s workload.   |  |  | | --- | --- | | *ANSWER:* | computers | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 49. Today’s technicians must have good \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills.   |  |  | | --- | --- | | *ANSWER:* | diagnostic | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 50. Maintaining parts inventories is the responsibility of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | parts specialist  parts counter person | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 51. Typically car batteries are sold with a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ warranty.   |  |  | | --- | --- | | *ANSWER:* | prorated | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:29 AM | |

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| 52. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is responsible for the operation of the entire service department at a large dealership or an independent shop.   |  |  | | --- | --- | | *ANSWER:* | service manager | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:30 AM | |

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| 53. A large parts distribution center is commonly known as a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | warehouse distributor | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 54. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ schedule lists the service and maintenance operations that keep the vehicle working efficiently; it may include oil and filter changes, coolant and lubrication services, and replacement of belts, hoses, and spark plugs.   |  |  | | --- | --- | | *ANSWER:* | preventive maintenance  PM | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:30 AM | |

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| 55. A local auto parts store that sells to shops and do-it-yourselfers is often called a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | jobber | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 56. The most commonly sought advanced ASE certification for automotive technicians is the L1, which is the Advanced \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | Engine Performance | | *POINTS:* | 1 | | *QUESTION TYPE:* | Completion | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:31 AM | |

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| 57. What are the two warranties mandated by the federal government?   |  |  | | --- | --- | | *ANSWER:* | Federal Emissions Defect Warranty, Federal Emissions Performance Warranty | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 58. What is the primary reason technicians cannot repair a particular problem on today’s vehicles?   |  |  | | --- | --- | | *ANSWER:* | They cannot find the problem because they are lacking the proper training and diagnostic skills. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 59. Describe cooperative education.   |  |  | | --- | --- | | *ANSWER:* | Cooperative education is a program in which the student spends some time in school and some time on the job. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:31 AM | |

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| 60. Name an example of a franchise repair shop.   |  |  | | --- | --- | | *ANSWER:* | Goodyear  Firestone  Midas  AAMCO | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 61. Why is today’s automotive industry considered a global industry?   |  |  | | --- | --- | | *ANSWER:* | Worldwide (global) mergers, parts distribution systems, and vehicle assembling. Manufacturers from around the world partner to build vehicles and make components for domestic and foreign markets. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:32 AM | |

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| 62. How does a service technician become certified?   |  |  | | --- | --- | | *ANSWER:* | Enroll, pass ASE test(s), and have two years’ experience (or one year plus training options). | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:32 AM | |

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| 63. What is ASE?   |  |  | | --- | --- | | *ANSWER:* | An abbreviation for the National Institute for Automotive Service Excellence certification | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:32 AM | |

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| 64. Identify five different types of businesses that hire service technicians.   |  |  | | --- | --- | | *ANSWER:* | Dealerships, independent shops, specialty shops, franchise repair shops, and fleet service | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 65. Why are electronics so heavily used on today’s vehicles?   |  |  | | --- | --- | | *ANSWER:* | They are dependable, lightweight, and fast, and they have no moving parts. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 66. What is the primary purpose of a job-shadowing program?   |  |  | | --- | --- | | *ANSWER:* | To expose the student to real-world situations; to let the student see what it takes to be a successful technician | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 67. What is a prorated warranty?   |  |  | | --- | --- | | *ANSWER:* | The amount of the repair bill or parts cost covered by a warranty that decreases over time. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |

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| 68. Where can all of a car's warranty information be found?   |  |  | | --- | --- | | *ANSWER:* | In the vehicle’s owner’s manual | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 1/24/2019 10:33 AM | |

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| 69. What is the difference between a mechanic and an automotive technician?   |  |  | | --- | --- | | *ANSWER:* | A mechanic has the skills necessary to service mechanical systems. A technician has the training and knowledge to work on all systems of the car, including the electrical, electronic, hydraulic, pneumatic, and mechanical systems. | | *POINTS:* | 1 | | *QUESTION TYPE:* | Essay | | *HAS VARIABLES:* | False | | *STUDENT ENTRY MODE:* | Basic | | *DATE CREATED:* | 8/29/2018 1:53 PM | | *DATE MODIFIED:* | 8/29/2018 1:53 PM | |