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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Currently there is a great shortage of qualified automotive technicians.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 2. Electricity travels at the speed of sound.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 3. Electronic components have no moving parts.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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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 | |

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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 | |

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| 6. EPA refers to the Emission Protection Agency.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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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 | |

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| 8. NAPA service centers are franchised repair shops.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 9. Repair estimates are required by law in most states.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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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 can power the vehicle on their own.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 11. Modern, clean burning, and highly efficient diesel engines use computer controls.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 12. Specialty technicians work on only one vehicle system, such as transmissions.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 13. ASE certification is mandatory in most states.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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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 | |

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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. | either “independent service shops” or “dealerships” |  |  |  | | --- | --- | | *ANSWER:* | b | |

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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 | |

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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 | |

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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 | |

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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 answers are correct |  |  |  | | --- | --- | | *ANSWER:* | d | |

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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 | |

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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 | |

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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 | |

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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 | |

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| 24. Ongoing technical training and support are available from \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | aftermarket parts manufacturers | b. | auto manufacturers | |  | c. | jobbers | d. | all answers are correct |  |  |  | | --- | --- | | *ANSWER:* | d | |

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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 | |

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| 26. An expert technician who guides, encourages and counsels automotive students, who can explain things that may not be clear to them, and who stays in contact with them during their training and entry into the workforce is called a \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | mentor | b. | counselor | |  | c. | patron | d. | benefactor |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 27. ASE test 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 | |

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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 | |

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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 | |

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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 | |

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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 | |

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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 a ASE Master Technician. Who is correct?   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | A only | b. | B only | |  | c. | both A and B | d. | neither A nor B |  |  |  | | --- | --- | | *ANSWER:* | c | |

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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 | |

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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 | |

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| 35. Electronic components \_\_\_\_\_\_.   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | a. | have no moving parts | b. | are durable | |  | c. | do not require periodic adjustment | d. | all answers are correct |  |  |  | | --- | --- | | *ANSWER:* | d | |

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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 | |

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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 | |

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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 answers are correct |  |  |  | | --- | --- | | *ANSWER:* | d | |

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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 | |

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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 | |

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| 41. Besides automotive technicians, 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 answers are correct |  |  |  | | --- | --- | | *ANSWER:* | d | |

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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. | genuine replacement | |  | d. | manufacturer’s specification |  |  |  | | --- | --- | | *ANSWER:* | b | |

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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 | |

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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 | |

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| --- | --- | --- |
| 45. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the one who helps technicians with more difficult tasks and serves as the quality control expert.   |  |  | | --- | --- | | *ANSWER:* | shop foreman | |

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| 46. Writing accurate repair estimates is a responsibility of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | service advisor  writer | |

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| --- | --- | --- |
| 47. For every auto dealership, there are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ independent repair shops.   |  |  | | --- | --- | | *ANSWER:* | 6  six | |

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| --- | --- | --- |
| 48. Most shops use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to generate repair orders and estimates and to schedule the shop’s workload.   |  |  | | --- | --- | | *ANSWER:* | computers | |

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| --- | --- | --- |
| 49. Today’s technicians must have good \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills.   |  |  | | --- | --- | | *ANSWER:* | diagnostic | |

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| 50. Maintaining parts inventories is the responsibility of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | parts specialist  parts counter person | |

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| --- | --- | --- |
| 51. Typically batteries are sold with a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ warranty.   |  |  | | --- | --- | | *ANSWER:* | prorated | |

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| --- | --- | --- |
| 52. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is responsible for the operation of the entire service department at a large dealership or independent shop.   |  |  | | --- | --- | | *ANSWER:* | service manager | |

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| 53. A large parts distribution center is commonly known as a(n) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | warehouse distributor | |

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| 54. The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ schedule lists the service and maintenance operations that keep the vehicle working efficiently and may include oil and filter changes, coolant and lubrication services, replacement of belts and hoses, and replacement of spark plugs.   |  |  | | --- | --- | | *ANSWER:* | preventive maintenance  PM | |

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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 | |

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| --- | --- | --- |
| 56. The most commonly sought advanced ASE certification for automotive technicians is the L1 or Advanced \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.   |  |  | | --- | --- | | *ANSWER:* | Engine Performance | |

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| --- | --- | --- |
| 57. What are the two warranties mandated by the federal government?   |  |  | | --- | --- | | *ANSWER:* | Federal Emissions Defect Warranty, Federal Emissions Performance Warranty | |

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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. | |

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| --- | --- | --- |
| 59. Describe cooperative education.   |  |  | | --- | --- | | *ANSWER:* | It is a program in which the student spends some time in school and some time on the job. | |

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| --- | --- | --- |
| 60. Name an example of a franchise repair shop.   |  |  | | --- | --- | | *ANSWER:* | Goodyear  Firestone  Midas  AAMCO | |

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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 partner to jointly build vehicles and components for domestic and foreign markets. | |

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| 62. How does a service technician become certified?   |  |  | | --- | --- | | *ANSWER:* | Enroll, pass test(s), and have two years’ experience (or one year plus training options). | |

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| 63. What is ASE?   |  |  | | --- | --- | | *ANSWER:* | National Institute for Automotive Service Excellence certification | |

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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 | |

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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. | |

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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 | |

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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. | |

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| 68. Where can all warranty information be found?   |  |  | | --- | --- | | *ANSWER:* | In the vehicle’s owner’s manual | |

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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. | |