

Name \_\_\_\_\_

**MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.**

- 1) Technician A says that lubrication guides provide information on the specified oil and lubricants needed along with the capacities and the location of lubrication points. Technician B says that factory service manuals or electronic service information include information that is very generic in nature not very detailed. Which technician is correct? 1) \_\_\_\_\_
  - A) Technician A
  - B) Technician B
  - C) Both A and B
  - D) Neither A nor B
  
- 2) In a time labor guide, what is meant by the term "severe service"? 2) \_\_\_\_\_
  - A) Requires a hoist
  - B) Requires a torch
  - C) Adds extra time for rusted parts
  - D) Adds extra time for hard to reach components
  
- 3) Labor time is expressed in what units? 3) \_\_\_\_\_
  - A) Tenths of an hour
  - B) Hundredths of an hour
  - C) Quarters of an hour
  - D) Minutes
  
- 4) The Julian date is \_\_\_\_\_. 4) \_\_\_\_\_
  - A) The first day of the week of each month
  - B) The number of the day of the year
  - C) The date when a vehicle is built
  - D) The date when the vehicle was sold to the first owner
  
- 5) Technician A says that vehicle history records are never very helpful in determining problems. Technician B says that the owner's manual is very helpful to the service technician because it includes the procedures for resetting the maintenance reminder light (oil change light). Which technician is correct? 5) \_\_\_\_\_
  - A) Technician A
  - B) Technician B
  - C) Both A and B
  - D) Neither A nor B
  
- 6) Which type of manual or service information includes the flat rate time and the cost of parts? 6) \_\_\_\_\_
  - A) Parts and time guides
  - B) Factory service manuals
  - C) Component location guides
  - D) Free internet sites

- 7) Aftermarket service information is available in what format? 7) \_\_\_\_\_  
A) Manuals  
B) CDs or DVDs  
C) Internet  
D) All of the above
- 8) What type of information is commonly included in the owners manual that would be a benefit to the service technician? 8) \_\_\_\_\_  
A) Maintenance reminder light reset procedures  
B) Tire pressure monitoring system reset procedures  
C) Maintenance items specifications  
D) All of these
- 9) Which of these is NOT included in most service information? 9) \_\_\_\_\_  
A) Electrical schematics  
B) Connector locations  
C) Vehicle color options  
D) Exploded views of engine assembly
- 10) Technical service bulletins (TSB) may be located in all of these, EXCEPT \_\_\_\_\_. 10) \_\_\_\_\_  
A) In a TSB manual  
B) On the Internet  
C) In electronic service information  
D) Customer lounge

## Answer Key

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1) A

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2) C

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3) A

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4) B

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5) B

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6) A

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7) D

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8) D

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9) C

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10) D

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