

Name \_\_\_\_\_

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

- 1) What type of manual includes time needed to perform service procedures? 1) \_\_\_\_\_  
A) Flat rate manuals  
B) Owners manuals  
C) Unit repair manuals  
D) Parts guide
  
- 2) Which of these is NOT included in most service information? 2) \_\_\_\_\_  
A) Electrical schematics  
B) Connector locations  
C) Vehicle color options  
D) Exploded views of engine assembly
  
- 3) Component location can be found in \_\_\_\_\_. 3) \_\_\_\_\_  
A) Factory service manuals  
B) Owners manuals  
C) Component location manuals  
D) Both A and C
  
- 4) Two technicians are discussing the need for the history of the vehicle. Technician A says that an accident could cause faults due to hidden damage. Technician B says that some faults could be related to a previous repair. Which technician is correct? 4) \_\_\_\_\_  
A) Technician A  
B) Technician B  
C) Both technicians  
D) Neither technician
  
- 5) Aftermarket service information is available in what format? 5) \_\_\_\_\_  
A) Manuals  
B) CDs or DVDs  
C) Internet  
D) All of the above
  
- 6) Technical service bulletins (TSB) may be located in all of these, EXCEPT \_\_\_\_\_. 6) \_\_\_\_\_  
A) In a TSB manual  
B) On the Internet  
C) In electronic service information  
D) Customer lounge
  
- 7) The \_\_\_\_\_ is the first screen displayed on an Internet based service information site when you start. 7) \_\_\_\_\_  
A) Base page  
B) Home screen  
C) Log-on page  
D) Log-on screen

- 8) Aftermarket parts catalogs can be a useful source of information and they are usually \_\_\_\_\_. 8) \_\_\_\_\_
- A) Free
  - B) Available by paid subscription
  - C) Available on CD or DVD
  - D) Available for a fee on a secured Internet site
- 9) Hotline services are \_\_\_\_\_. 9) \_\_\_\_\_
- A) Free
  - B) Available for a service fee
  - C) Available on CD or DVD format
  - D) Accessed by the Internet
- 10) The Julian date is \_\_\_\_\_. 10) \_\_\_\_\_
- 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

## Answer Key

Testname: ENGINES9\_8B

1) A

Page Ref: 79

2) C

Page Ref: 77

3) D

Page Ref: 77

4) C

Page Ref: 76

5) D

Page Ref: 82

6) D

Page Ref: 80

7) B

Page Ref: 80

8) A

Page Ref: 82

9) B

Page Ref: 81

10) B

Page Ref: 81