

Name _____

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

- 1) Automotive dealerships have tool rooms that should be stocked with SSTs for their technicians to use. What does SST stand for? 1) _____
 - A) Service specific tools
 - B) Special service tools
 - C) Specialty specific tools
 - D) None of the above

- 2) Four-tenths of an hour is how many minutes? 2) _____
 - A) 14
 - B) 24
 - C) 34
 - D) 44

- 3) A campaign (recall) is mailed to the owner of the vehicle from the _____. 3) _____
 - A) Vehicle manufacturer
 - B) Local dealer
 - C) Federal government
 - D) State or local government

- 4) The labor rate for each operation is included on the work order and is added by the _____. 4) _____
 - A) Service technician
 - B) Service advisor
 - C) Shop owner or designated warranty person
 - D) Any of the above

- 5) Technical service bulletins (TSBs) are issued by the _____. 5) _____
 - A) Vehicle manufacturer
 - B) Local dealer
 - C) Federal government
 - D) State or local government

- 6) Which of the following are performed at no cost to the vehicle owner? 6) _____
 - A) TSBs
 - B) Campaigns (recalls)
 - C) Either A or B
 - D) Neither A nor B

- 7) A campaign is typically issued when a manufacturer wants to _____ a product's performance or increase the customer's satisfaction. 7) _____
 - A) Delay
 - B) Measure
 - C) Improve
 - D) Derate

- 8) Two technicians are discussing flat rate. Technician A says that flat rate times can be found in the labor guides, and lists vehicle service procedures and the time it should take an average technician to complete the task. Technician B says that flat rate time is the basis for estimates and the pay for the technicians. Which technician is correct? 8) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician
- 9) Two technicians are discussing service technician documentation. Technician A says the role of a service technician is to perform the services and repairs as requested by the vehicle owner. Technician B says the role of a service technician is to document the information on the work order so that an accurate record of what was performed and the parts used can be developed. Which technician is correct? 9) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician
- 10) A recall can occur when either the manufacturer or the _____ determines there is a concern. 10) _____
- A) National Automotive Service Task Force (NASTF)
 - B) OEM shop
 - C) National Highway Traffic Safety Administration (NHTSA)
 - D) State highway patrol

Answer Key

Testname: AEE6_1A

1) B

Page Ref: 5

2) B

Page Ref: 4

3) A

Page Ref: 2

4) C

Page Ref: 3

5) A

Page Ref: 2

6) B

Page Ref: 2

7) C

Page Ref: 2

8) C

Page Ref: 3

9) C

Page Ref: 3

10) C

Page Ref: 2