

Name _____

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

- 1) A vehicle is brought in to have an unusual problem repaired. A valuable source of information that may help the technician repair the problem is _____. 1) _____
A) the owner's manual
B) a lubrication guide
C) the vehicle service records
D) None of these
- 2) What does NOT need to be included on the work order? 2) _____
A) Vehicle description
B) Miles on the odometer
C) The brand of gasoline used
D) The estimate of the repair
- 3) Technician A says that paper factory service manuals covered several years and models. Technician B says that most aftermarket paper service manuals only covered one year and model vehicle. Which technician is correct? 3) _____
A) Technician A only
B) Technician B only
C) Both technicians A and B
D) Neither technician A nor B
- 4) Four tenths of an hour is how many minutes? 4) _____
A) 14
B) 24
C) 34
D) 44
- 5) Aftermarket service information is available in what format? 5) _____
A) Manuals
B) CDs or DVDs
C) Internet
D) All of these are possible source formats.
- 6) 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? 6) _____
A) Technician A only
B) Technician B only
C) Both technicians A and B
D) Neither technician A nor B

- 7) Which type of manual or service information includes the flat rate time and the cost of parts? 7) _____
A) Labor guides
B) Factory service manuals
C) Component location guides
D) Free Internet sites
- 8) Where can a technician find diagnostic procedures to troubleshoot an electrical problem? 8) _____
A) Service manual
B) Owners manual
C) Lubrication guide
D) None of these
- 9) A campaign (recall) is mailed to the owner of a vehicle from the _____. 9) _____
A) vehicle manufacturer
B) local dealer
C) federal government
D) state or local government
- 10) What should the service technician document on the work order? 10) _____
A) The results of any inspections and tests
B) What was replaced or serviced
C) The dimensions of the related component and comparison to factory specifications
D) Any of the above

Answer Key

Testname: CHASSIS8_1A

1) C

Page Ref: 3

2) C

Page Ref: 3

3) D

Page Ref: 2

4) B

Page Ref: 4

5) D

Page Ref: 2

6) C

Page Ref: 3

7) A

Page Ref: 3

8) A

Page Ref: 2

9) A

Page Ref: 2

10) D

Page Ref: 3