

Name _____

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

- 1) Four tenths of an hour is how many minutes? 1) _____
A) 14
B) 24
C) 34
D) 44

- 2) Technical service bulletins (TSBs) are issued by the _____. 2) _____
A) vehicle manufacturer
B) local dealer
C) federal government
D) state or local government

- 3) The labor rate for each operation is included on the work order and is added by the _____. 3) _____
A) service technician
B) service advisor
C) shop owner or designated warranty person
D) Any of the above

- 4) What should the service technician document on the work order? 4) _____
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

- 5) What type of information is commonly included in the owner's manual that would be a benefit to the service technician? 5) _____
A) Maintenance reminder light reset procedures
B) Tire pressure monitoring system reset procedures
C) Maintenance items specifications
D) All of the above

- 6) The vehicle safety certification label includes all of these EXCEPT _____. 6) _____
A) VIN
B) GVWR
C) tire pressure recommendation
D) GAWR

- 7) Where can a technician find diagnostic procedures to troubleshoot an electrical problem? 7) _____
A) Service manual
B) Owners manual
C) Lubrication guide
D) None of these

8) Which type of manual or service information includes the flat rate time and the cost of parts? 8) _____
A) Labor guides
B) Factory service manuals
C) Component location guides
D) Free Internet sites

9) The vehicle safety certification label includes _____. 9) _____
A) month and year of manufacture
B) gross vehicle weight rating
C) VIN
D) All of these

10) A vehicle with the engine in the front can be _____. 10) _____
A) front-wheel drive
B) rear-wheel drive
C) four-wheel drive
D) Any of these

Answer Key

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1) B

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2) A

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3) C

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4) D

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5) D

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6) C

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7) A

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8) A

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9) D

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10) D

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