

Name _____

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

- 1) Which of the following is true regarding service hotlines? 1) _____
 - A) A monthly fee is charged for a specific amount of access time
 - B) The hotline technician often is a specialist in the particular manufacturer in question
 - C) Both A and B
 - D) Neither A nor B

- 2) What type of notification relates to repairs that are covered by the manufacturer to correct a safety or emission related concern? 2) _____
 - A) Recall
 - B) Technical Service Bulletin
 - C) Both A and B
 - D) Neither A nor B

- 3) What type of information is commonly included in the owners manual that would be a benefit to the service technician? 3) _____
 - A) Maintenance reminder light reset procedures
 - B) Tire pressure monitoring system reset procedures
 - C) Maintenance items specifications
 - D) All of the above

- 4) 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 _____. 4) _____
 - A) The owner's manual
 - B) A lubrication guide
 - C) The vehicle service records
 - D) None of these

- 5) Technician A says that labor guides often provide more time for severely rusted or damaged vehicles. Technician B says that some labor guides also provide parts and price information. Which technician is correct? 5) _____
 - A) Technician A only
 - B) Technician B only
 - C) Both technicians A and B
 - D) Neither technician A nor B

- 6) Technician A says that most factory service manuals cover several years and models. Technician B says that most aftermarket service manuals only cover one year and model vehicle. 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) Technician A says that electronic service information may be expensive to access. Technician B says that electronic service information systems can save time because they can be searched quickly. Which technician is correct? 7) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians A and B
 - D) Neither technician A nor B
- 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) The viscosity of engine oil is found where? 9) _____
- A) Owners manual
 - B) Factory service manual or service information
 - C) Lubrication guide
 - D) All of the above
- 10) Wiring diagrams are usually found where? 10) _____
- A) Owners manuals
 - B) Factory service manuals
 - C) Unit repair manuals
 - D) Lubrication guides

Answer Key

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1) C

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2) A

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3) D

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4) C

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5) C

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6) D

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7) C

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8) A

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9) D

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10) B

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