

Name _____

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

- 1) Where can a technician find diagnostic procedures to troubleshoot an electrical problem? 1) _____
 - A) Service manual
 - B) Owners manual
 - C) Lubrication guide
 - D) None of these

- 2) What is an advantage of electronic service information? 2) _____
 - A) Information may be printed out for future reference
 - B) Internet access allows multiple user access
 - C) Both A and B
 - D) Neither A nor B

- 3) Technician A says that a symptom chart lists symptoms and possible causes. Technician B says that troubleshooting flowcharts should be followed closely, step by step. 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) The viscosity of engine oil is found where? 4) _____
 - A) Owners manual
 - B) Factory service manual or service information
 - C) Lubrication guide
 - D) All of the above

- 5) Aftermarket parts catalogs can be a useful source of information and they are usually _____. 5) _____
 - A) Free
 - B) Available by paid subscription
 - C) Available on CD or DVD
 - D) Available for a fee on a secured internet site

- 6) What is a free internet site that contains case studies of problems and successful repairs? 6) _____
 - A) iatn.net
 - B) Mitchell.com
 - C) Alldata.com
 - D) None of these

- 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) Which type of manual or service information includes the flat rate time and the cost of parts? 8) _____
- A) Parts and time guides
 - B) Factory service manuals
 - C) Component location guides
 - D) Free internet sites
- 9) Wiring diagrams are usually found where? 9) _____
- A) Owners manuals
 - B) Factory service manuals
 - C) Unit repair manuals
 - D) Lubrication guides
- 10) Which section of a service manual includes on-board diagnostic information? 10) _____
- A) Engine performance
 - B) Engine repair
 - C) Electrical systems
 - D) None of these

Answer Key

Testname: INTRO_12B

1) A

Page Ref: 117

2) C

Page Ref: 118

3) C

Page Ref: 119-120

4) D

Page Ref: 116

5) A

Page Ref: 121

6) A

Page Ref: 120

7) C

Page Ref: 118-119

8) A

Page Ref: 119

9) B

Page Ref: 119

10) A

Page Ref: 118