

Name _____

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

- 1) Which scan tool can access detailed information on many different makes and models? 1) _____
A) OTC Genisys
B) Snap-On Solus
C) AutoEnginuity
D) Any of the above

- 2) What is the factory scan tool for General Motors vehicles? 2) _____
A) IDS
B) Tech 2
C) WiTECH
D) Snap-On

- 3) Technician A says that the first step in the diagnostic process is to verify the problem (concern). Technician B says that the second step is to perform a thorough visual inspection. Which technician is correct? 3) _____
A) Technician A only
B) Technician B only
C) Both technicians
D) Neither technician

- 4) Which character of the VIN indicates the engine code? 4) _____
A) Tenth
B) Eighth
C) First
D) None of these

- 5) Technician A says that generic scan tools must be able to read all generic OBD-II codes. Technician B says that all generic scan tools must be able to read manufacturer OBD-II trouble codes. Which technician is correct? 5) _____
A) Technician A
B) Technician B
C) Both technicians
D) Neither technician

- 6) When should DTCs be cleared? 6) _____
A) After pinpointing a problem cylinder
B) After the problem has been verified.
C) After consulting TSBs
D) After the repair has been verified.

- 7) A global (generic) OBD-II scan tool is capable of displaying _____. 7) _____
- A) Emission related data only
 - B) Emission related DTCs
 - C) All data
 - D) Both A and B on most global scan tools
- 8) Which diagnostic step is the most important aspect of diagnosis? 8) _____
- A) Check the service bulletins
 - B) Visual inspection
 - C) Retrieve the trouble codes
 - D) Verify the problem
- 9) Which step should be performed LAST when diagnosing an engine performance problem? 9) _____
- A) Performing a thorough visual inspection
 - B) Checking for any technical bulletins
 - C) Verify the repair
 - D) Checking for any stored diagnostic trouble codes
- 10) A visual inspection includes all of these EXCEPT _____. 10) _____
- A) Look for corrosion on electrical connectors
 - B) Check the air cleaner
 - C) Test the fuel gauge
 - D) Check for fuel leaks

Answer Key

Testname: INTRO_34A

1) D

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2) B

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3) C

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4) B

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5) A

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6) D

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7) D

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8) B

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9) C

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10) C

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