

Name _____

MATCHING. Choose the item in column 2 that best matches each item in column 1.

- | | | |
|-------------------------------------|-----------------------------------|----------|
| 1) Service Information | A) Increase customer satisfaction | 1) _____ |
| 2) TSB | B) Labor time | 2) _____ |
| 3) Recall | C) Potential vehicle problem | 3) _____ |
| 4) Flat rate | D) Collision | 4) _____ |
| 5) Service records | E) Specifications | 5) _____ |
| 6) Hidden damage | F) Owners manual | 6) _____ |
| 7) Reminder light reset information | G) History of service work | 7) _____ |
| 8) Severe service rate | H) Rusted vehicle | 8) _____ |

Answer Key

Testname: INTRO_MATCH12

1) E

Page Ref: 120

2) C

Page Ref: 120

3) A

Page Ref: 120

4) B

Page Ref: 119

5) G

Page Ref: 116

6) D

Page Ref: 116

7) F

Page Ref: 116

8) H

Page Ref: 118