

Automotive Engines 10th

Quiz 2A

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

1. The vehicle safety certification label includes _____. 1. _____
 - A) month and year of manufacture
 - B) gross vehicle weight rating
 - C) VIN
 - D) All of these

2. Which type of manual or service information includes the flat rate time and the cost of parts? 2. _____
 - A) Labor guides
 - B) Factory service manuals
 - C) Component location guides
 - D) Free Internet sites

3. What type notification relates to repairs that are always covered by the manufacturer to correct a safety or emission-related concern? 3. _____
 - A) Recall
 - B) Technical Service Bulletin
 - C) Both A and B
 - D) Neither A nor B

4. The passenger side is called _____. 4. _____
 - A) the right side
 - B) the left side
 - C) either the right or the left side, depending on how the vehicle is viewed
 - D) Both A and B

5. Technician A says that paper factory service manuals covered several years and models. Technician B says that most aftermarket paper service manuals only covered one year and model vehicle. 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. What should the service technician document on the work order? 6. _____
 - 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

7. The labor rate for each operation is included on the work order and is added by the _____. 7. _____
 - A) service technician
 - B) service advisor
 - C) shop owner or designated warranty person
 - D) Any of the above

8. Which of the following are performed at no cost to the vehicle owner? 8. _____
- A) TSBs
 - B) Campaigns (recalls)
 - C) Either A or B
 - D) Neither A nor B
9. A campaign (recall) is mailed to the owner of a vehicle from the _____. 9. _____
- A) vehicle manufacturer
 - B) local dealer
 - C) federal government
 - D) state or local government
10. What does NOT need to be included on the work order? 10. _____
- A) Vehicle description
 - B) Miles on the odometer
 - C) The brand of gasoline used
 - D) The estimate of the repair

Answer Key

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1. D

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2. A

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3. A

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4. A

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5. D

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6. D

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7. C

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8. B

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9. A

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10. C

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