

Automotive Heating and Air Conditioning, 9th Edition

Quiz 1A

NAME _____

1. Which character of the VIN indicates the year of the vehicle? 1. _____
 - A) Tenth
 - B) Eighth
 - C) First
 - D) None of these

2. The passenger side is called _____. 2. _____
 - 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

3. Aftermarket service information is available in what format? 3. _____
 - A) Manuals
 - B) CDs or DVDs
 - C) Internet
 - D) All of these are possible source formats.

4. What type notification relates to repairs that are always covered by the manufacturer to correct a safety or emission-related concern? 4. _____
 - A) Recall
 - B) Technical Service Bulletin
 - C) Both A and B
 - D) Neither A nor B

5. 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 _____. 5. _____
 - A) the owner's manual
 - B) a lubrication guide
 - C) the vehicle service records
 - D) None of these

6. The labor rate for each operation is included on the work order and is added by the _____. 6. _____
 - A) service technician
 - B) service advisor
 - C) shop owner or designated warranty person
 - D) Any of the above

7. What should the service technician document on the work order? 7. _____
 - 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

8. Where can a technician find diagnostic procedures to troubleshoot an electrical problem? 8. _____
- A) Service manual
 - B) Owners manual
 - C) Lubrication guide
 - D) None of these
9. 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? 9. _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians A and B
 - D) Neither technician A nor B
10. A vehicle with the engine in the front can be _____. 10. _____
- A) front-wheel drive
 - B) rear-wheel drive
 - C) four-wheel drive
 - D) Any of these

Answer Key

Testname: AHAC9_1A

1. A
Page Ref: 7
2. A
Page Ref: 6
3. D
Page Ref: 2
4. A
Page Ref: 3
5. C
Page Ref: 5
6. C
Page Ref: 5
7. D
Page Ref: 3-4
8. A
Page Ref: 2
9. D
Page Ref: 2
10. D
Page Ref: 6