

Automotive Heating and Air Conditioning, 9th Edition

Quiz 1B

NAME _____

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. The VECI label includes all of these EXCEPT _____. 2. _____
A) engine identification
B) horsepower and torque rating of the engine
C) California emission standard
D) EPA emission standard

3. A vehicle with the engine in the front can be _____. 3. _____
A) front-wheel drive
B) rear-wheel drive
C) four-wheel drive
D) Any of these

4. A campaign (recall) is mailed to the owner of a vehicle from the _____. 4. _____
A) vehicle manufacturer
B) local dealer
C) federal government
D) state or local government

5. Technical service bulletins (TSBs) are issued by the _____. 5. _____
A) vehicle manufacturer
B) local dealer
C) federal government
D) state or local government

6. The vehicle safety certification label includes _____. 6. _____
A) month and year of manufacture
B) gross vehicle weight rating
C) VIN
D) All of these

7. What does NOT need to be included on the work order? 7. _____
A) Vehicle description
B) Miles on the odometer
C) The brand of gasoline used
D) The estimate of the repair

8. What should the service technician document on the work order? 8. _____
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

9. Four tenths of an hour is how many minutes? 9. _____
A) 14
B) 24
C) 34
D) 44

10. The labor rate for each operation is included on the work order and is added by the _____. 10. _____
A) service technician
B) service advisor
C) shop owner or designated warranty person
D) Any of the above

Answer Key

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3. D
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4. A
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5. A
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