

Name _____

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

- 1) What type notification relates to repairs that are always covered by the manufacturer to correct a safety or emission related concern? 1) _____
 - A) Recall
 - B) Technical Service Bulletin
 - C) Both A and B
 - D) Neither A nor B

- 2) A campaign (recall) is mailed to the owner of a vehicle from the _____. 2) _____
 - A) vehicle manufacturer
 - B) local dealer
 - C) federal government
 - D) state of local government

- 3) The labor rate for each operation is included on the work order and is added by the _____. 3) _____
 - A) service technician
 - B) service advisor
 - C) shop owner or designated warranty person
 - D) any of the above

- 4) Which of the following is TRUE regarding service hotlines? 4) _____
 - A) A monthly fee is charged for a specific amount of access time
 - B) The hotline technician often is a specialist in the particular manufacturer in question
 - C) Both A and B
 - D) Neither A nor B

- 5) Which type of manual or service information includes the flat rate time and the cost of parts? 5) _____
 - A) Labor guides
 - B) Factory service manuals
 - C) Component location guides
 - D) Free Internet sites

- 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) All of the above

- 7) What type of information is commonly included in the owner's manual that would be a benefit to the service technician? 7) _____
 - A) Maintenance reminder light reset procedures
 - B) Tire pressure monitoring system reset procedures
 - C) Maintenance items specifications
 - D) All of these

8) Aftermarket service information is available in what format? 8) _____
A) Manuals
B) CDs or DVDs
C) Internet
D) All of these are possible source formats.

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

10) Technical service bulletins (TSBs) are issued by the _____. 10) _____
A) vehicle manufacturer
B) local dealer
C) federal government
D) state or local government

Answer Key

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1) A

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2) A

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3) C

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4) C

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5) A

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6) D

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7) D

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8) D

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9) B

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10) A

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