

Name \_\_\_\_\_

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

- 1) Two technicians are discussing the duties of a shop foreman and a service manager. Technician A says that a shop foreman diagnoses vehicle problems. Technician B says that the service manager usually repairs vehicles. Which technician is correct? 1) \_\_\_\_\_
  - A) Technician A only
  - B) Technician B only
  - C) Both technicians
  - D) Neither technician
  
- 2) Large national service facility chains may offer training programs for entry level technicians. 2) \_\_\_\_\_
  - A) True
  - B) False
  
- 3) All of the following are usual duties of a lube technician EXCEPT \_\_\_\_\_. 3) \_\_\_\_\_
  - A) oil change
  - B) air filter replacement
  - C) water pump replacement
  - D) accessory drive belt inspection
  
- 4) The shop foreman performs diagnostic tasks and assists other service technicians. 4) \_\_\_\_\_
  - A) True
  - B) False
  
- 5) Who is responsible for finding the correct part needed by the service technician? 5) \_\_\_\_\_
  - A) Counter person
  - B) Service technician
  - C) Shop foreman
  - D) Service advisor
  
- 6) Manufacturer warranty repair can be performed at independent service shops. 6) \_\_\_\_\_
  - A) True
  - B) False
  
- 7) Which of these is an accurate description of a service advisor's responsibilities? 7) \_\_\_\_\_
  - A) Thoroughly document details regarding the customer's concern.
  - B) Perform a preliminary diagnosis.
  - C) Both A and B
  - D) Neither A nor B
  
- 8) Which of these is TRUE regarding the work order? 8) \_\_\_\_\_
  - A) It is a legal document.
  - B) The customer signs it to authorize service.
  - C) It includes a description of the vehicle.
  - D) All of these

9) A service advisor is also called a \_\_\_\_\_.

- A) shop foreman
- B) service manager
- C) service writer
- D) technician

9) \_\_\_\_\_

10) Bumper to bumper warranty coverage is longer than powertrain warranty coverage.

- A) True
- B) False

10) \_\_\_\_\_

## Answer Key

Testname: AT6\_2A

1) A

Page Ref: 12-13

2) A

Page Ref: 10

3) C

Page Ref: 11

4) A

Page Ref: 13

5) A

Page Ref: 14

6) B

Page Ref: 9

7) A

Page Ref: 13

8) D

Page Ref: 12

9) C

Page Ref: 13

10) B

Page Ref: 9