

Name _____

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

- 1) Which of the following is TRUE regarding service hotlines? 1) _____
 - 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

- 2) Technician A says that most factory service manuals cover several years and models. Technician B says that most aftermarket service manuals only cover one year and model vehicle. Which technician is correct? 2) _____
 - A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician

- 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) What type of information is commonly included in the owner's manual that would be a benefit to the service technician? 4) _____
 - A) Maintenance reminder light reset procedures
 - B) Tire pressure monitoring system reset procedures
 - C) Maintenance items specifications
 - D) All of these

- 5) Aftermarket parts catalogs can be a useful source of information and they are usually _____. 5) _____
 - A) free
 - B) available by paid subscription
 - C) available on CD or DVD
 - D) available for a fee on a secured Internet site

- 6) 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 _____. 6) _____
 - A) the owner's manual
 - B) a lubrication guide
 - C) the vehicle service records
 - D) none of these

- 7) Hotline services are _____. 7) _____
A) free
B) available for a service fee
C) available on CD or DVD format
D) accessed by the internet
- 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) A Julian date of 186 is about when? 9) _____
A) February 5
B) April 5
C) July 5
D) October 5
- 10) What should the service technician document on the work order? 10) _____
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