

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