

Name _____

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

- 1) All these actions involve verifying the problem EXCEPT _____. 1) _____
 - A) look for aftermarket parts
 - B) determine the temperature the when problem occurred
 - C) check the MIL
 - D) look for TSB's

- 2) Which of the following should be checked before returning the vehicle to the customer? 2) _____
 - A) The radio is turned off.
 - B) The vehicle is clean.
 - C) The radio presets and clock have been restored.
 - D) All of these are correct.

- 3) What is the factory scan tool for Chrysler brand vehicles equipped with CAN? 3) _____
 - A) wiTECH
 - B) Tech 2
 - C) NGS
 - D) Master Tech

- 4) Which pins of the DLC should be connected in order to retrieve "flash" codes from a GM OBD I PCM? 4) _____
 - A) A and B
 - B) A and C
 - C) D and E
 - D) A and D

- 5) Technician A says that if the opposite DTC can be set, the problem is the component itself. Technician B says that if the opposite DTC cannot be set, the problem is with the wiring or grounds. Which technician is correct? 5) _____
 - A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician

- 6) Technician A says that knowing if there are any stored diagnostic trouble codes (DTCs) may be helpful when checking for related technical service bulletins (TSBs). Technician B says that only a factory scan tool should be used to retrieve DTCs. Which technician is correct? 6) _____
 - A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician

- 7) Technician A says that it is a good idea to perform a test drive before attempting repairs. Technician B says that its a good idea to let the customer accompany the technician on the test drive. Which technician is correct? 7) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician
- 8) Technician A says to check coolant level in the radiator when it is hot. Technician B says to check coolant level in the radiator when it is cool. Which technician is correct? 8) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician
- 9) A generic (global)-type scan tool can retrieve _____ data. 9) _____
- A) emission related
 - B) all available
 - C) brake system
 - D) all of these
- 10) Technician A says that generic scan tools must be able to read all generic OBD-II codes. Technician B says that all generic scan tools must be able to read manufacturer OBD-II trouble codes. Which technician is correct? 10) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician