

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Which of the following is NOT typically found in an owner's manual?
  - A. Meaning of dash symbols
  - B. How to reset the tire pressure monitoring system
  - C. Different aftermarket service subscription services
  - D. Maintenance schedule for all fluids
  
2. What format did most service information come in until the 1990s?
  - A. Digital
  - B. CDs and DVDs
  - C. Paper manuals
  - D. Online servers
  
3. What is a significant disadvantage of paper service manuals?
  - A. They contained inaccurate information.
  - B. The pages would become dirty from handling.
  - C. They did not include diagrams.
  - D. They were more expensive.
  
4. What is the primary role of a TSB (Technical Service Bulletin)?
  - A. To authorize repairs for all vehicles.
  - B. To guarantee to correct any concern.
  - C. To notify service technicians of a potential problem.
  - D. To recall vehicles with safety concerns.
  
5. Which of the following is always done at no cost to the vehicle owner?
  - A. Technical Service Bulletin (TSB)
  - B. Aftermarket service
  - C. Recall or campaign
  - D. All of the above
  
6. What is the primary purpose of a work order?
  - A. To provide a list of available parts.
  - B. To document the history of the vehicle.
  - C. To act as a contract between the vehicle owner and the shop.
  - D. To provide an estimated completion date.
  
7. Which of the following is NOT a typical piece of information included on a work order?
  - A. Make, model, and year of the vehicle.
  - B. The technician's favorite tool.
  - C. The miles shown on the odometer.
  - D. Name and address of the owner with contact information.

8. Where is the vehicle safety certification label typically attached?

- A. Under the hood of the vehicle.
- B. On the rearward-facing section of the left front door.
- C. On the dashboard.
- D. Inside the glove box.

9. The Gross Vehicle Weight Rating (GVWR) refers to:

- A. The weight of the vehicle without any passengers.
- B. The weight of the vehicle with a full tank of gas.
- C. The maximum weight of a vehicle as specified by the manufacturer.
- D. The combined weight of the vehicle and its contents.

10. What does the eighth character in the Vehicle Identification Number (VIN) often represent?

- A. The model of the vehicle.
- B. The country of origin.
- C. The year of manufacture.
- D. The engine code.

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Chapter 13

Multiple Choice Quiz A

Answer Key

1. C

2. C

3. B

4. C

5. C

6. C

7. B

8. B

9. C

10. D