

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

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

1. Which of the following is NOT mentioned as information contained in most owners' manuals?

- A. Meaning of dash symbols
- B. Color options available for the vehicle
- C. How to reset the tire pressure monitoring system
- D. Maintenance schedule for all fluids

2. Where was most service information found until the 1990s?

- A. Online databases
- B. CDs and DVDs
- C. Paper manuals called service manuals or shop manuals
- D. NASTF website

3. Why were paper service manuals seen as problematic?

- A. They contained incorrect information.
- B. They were expensive to produce.
- C. The pages would become dirty from handling.
- D. They could only cover one vehicle model.

4. What is a TSB?

- A. A type of vehicle recall
- B. A notification about a new car model
- C. A tool used by technicians to fix cars
- D. A notice by the vehicle manufacturer to notify service technicians of a potential problem

5. What is the difference between a recall and a TSB?

- A. Recalls are optional; TSBs are mandatory.
- B. TSBs cost money for the owner; recalls do not.
- C. Recalls are for safety or emissions concerns; TSBs notify about potential problems.
- D. TSBs and recalls are the same things.

6. Which of the following is NOT required on a work order?

- A. Make, model, and year of the vehicle
- B. Date of the last vehicle service
- C. Name and address of the owner
- D. Estimate amount and list of requested work

7. How is the term "left side of the vehicle" defined?

- A. As if looking at the front of the vehicle
- B. As if the driver is sitting behind the steering wheel
- C. As if standing behind the vehicle
- D. As if looking at the vehicle from above

8. What does "FWD" stand for in vehicle terminology?

- A. Four-Wheel Drive
- B. Front Wheel Diameter
- C. Fast Wheel Drive
- D. Front-Wheel Drive

9. The VIN number is used for various identification purposes. Which of the following is often the engine code within the VIN?

- A. First character
- B. Fourth and/or fifth character
- C. Eighth character
- D. Last character

10. What does GVWR stand for?

- A. Gross Vehicle Warranty Rating
- B. Gross Vehicle Weight Rating
- C. General Vehicle Weight Range
- D. General Vehicle Work Rating

Automotive Technology 7th Edition

Chapter 13

Multiple Choice Quiz B

Answer Key

1. B

2. C

3. C

4. D

5. C

6. B

7. B

8. D

9. C

10. B