

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

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

1. Why is the demand for trained automotive technicians increasing?
  - A. Vehicles are becoming simpler.
  - B. Vehicles require less maintenance.
  - C. Electrical and electronic components are being reduced in vehicles.
  - D. Vehicles are becoming more complex and contain more electronic components and sensors.
  
2. In the 1950s, what was the typical lifespan of a vehicle in terms of mileage?
  - A. 50,000 miles
  - B. 100,000 miles
  - C. 150,000 miles
  - D. 200,000 miles
  
3. Which of the following is NOT covered under a typical vehicle warranty?
  - A. New vehicle limited warranty covering most components.
  - B. Powertrain warranty covering engine and transmission units.
  - C. Coverage for wear and service items.
  - D. Emission control device warranties based on emission ratings.
  
4. Where can a warranty-based repair for a vehicle be performed?
  - A. Any local garage.
  - B. Only at dealerships certified by the vehicle manufacturer.
  - C. Any automotive school or college.
  - D. Only at regional training centers.
  
5. Which of the following tasks is NOT typically performed by a lubrication technician?
  - A. Chassis lubrication.
  - B. Tire inflation checks.
  - C. Ignition system component service.
  - D. Windshield wiper blade replacement.
  
6. What is NOT a typical duty of a shop foreman?
  - A. Test-driving the customer's vehicle to verify the customer concern
  - B. Assigning work to the service technicians
  - C. Organizing the service facility and keeping it operating smoothly
  - D. Verifying that the repair is completed satisfactorily
  
7. What is a duty specific to a service advisor and NOT the shop foreman?
  - A. Test-driving the customer's vehicle to verify the customer concern
  - B. Recording the vehicle identification number (VIN) of the vehicle on the work order
  - C. Assisting the service technicians
  - D. Helping to maintain the shop and shop equipment

8. In a small shop, who usually performs all of the duties of a shop foreman, service manager, and lead technician?

- A. Service advisor
- B. Parts counter person
- C. Shop owner
- D. Sales manager

9. What is NOT a typical duty of a salesperson at a vehicle dealership?

- A. Greet the customer and welcome them to the store
- B. Record the vehicle identification number (VIN) on the work order
- C. Qualify the customer as to the ability to purchase a vehicle
- D. Follow up the sale with a telephone call or card

10. Who is responsible for ordering parts from vehicle manufacturers and aftermarket companies in a dealership?

- A. Service technician
- B. Sales manager
- C. Parts counter person
- D. Parts manager

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Chapter 2

Multiple Choice Quiz A

Answer Key

1. D

2. B

3. C

4. B

5. C

6. C

7. B

8. C

9. B

10. D