

Name: _____

Date: _____

1. All service technicians should follow the diagnostic and service procedures provided by:

- A. Previous technicians
- B. The vehicle's owner
- C. The service technician's best guess
- D. The vehicle manufacturer

2. Customer Pay (CP) implies:

- A. The dealership pays for the service
- B. The customer pays at a reduced rate than the warranty
- C. The customer pays at a higher rate than the warranty
- D. The technician pays for the service

3. What does R & R typically mean in the context of parts replacement?

- A. Remove and Repair
- B. Return and Replace
- C. Remove and Replace
- D. Return and Repair

4. Which of the following is TRUE about Original Equipment (OE) parts?

- A. They are generally of the lowest quality.
- B. They are made after a vehicle is manufactured.
- C. They have to meet performance and durability standards.
- D. They are always more expensive than aftermarket parts.

5. A remanufactured component is one that:

- A. Has never been used on a vehicle
- B. Is typically more expensive than a new part
- C. Is taken from a vehicle and sold as it is
- D. Has been restored to a "like new" look and function after its previous use

6. Why is goal setting essential for a service technician?

- A. To increase their salary.
- B. To compete with other technicians.
- C. To focus efforts on personal and professional improvement.
- D. To get a promotion.

7. What is one of the primary considerations for any service technician?

- A. Speed
- B. Networking
- C. Avoiding errors
- D. Physical strength

8. Before taking an ASE test, what must a candidate do?

- A. Undergo a background check.
- B. Take a preparatory course.
- C. Register at www.ase.com.
- D. Submit five references.

9. Why is a technician asked to lift their pants during the pre-test procedure at the ASE test site?

- A. To check shoe type.
- B. To verify their height.
- C. To inspect the ankles.
- D. To ensure they're wearing proper attire.

10. How can a technician achieve the title of ASE Certified Master Automobile Technician?

- A. By passing a single comprehensive test.
- B. By taking and passing all eight automobile tests and having two or more years of experience.
- C. By getting recommendations from five other master technicians.
- D. By attending an ASE workshop.

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Chapter 4

Multiple Choice Quiz B

Answer Key

1. D

2. C

3. C

4. C

5. D

6. C

7. C

8. C

9. C

10. B