

Automotive Technology 7th Edition
Chapter 85
Multiple Choice Quiz A

Name: _____ Date: _____

1. What is the first step in the diagnostic process according to Technician A?
 - A. Verify the problem (concern)
 - B. Perform a thorough visual inspection
 - C. Retrieve diagnostic trouble codes
 - D. Check for technical service bulletins (TSBs)

2. What is NOT considered important before starting the diagnosis of an engine performance problem?
 - A. List of previous repairs
 - B. The brand of engine oil used
 - C. The type of gasoline used
 - D. The temperature of the engine when the problem occurs

3. What should a technician perform after completing repairs to allow the PCM to conduct monitor tests?
 - A. Battery disconnect
 - B. DTC survey
 - C. Drive cycle
 - D. Fuel mileage test

4. Which step should be performed LAST when diagnosing an engine performance problem?
 - A. Checking for any stored diagnostic trouble codes
 - B. Checking for any technical service bulletins (TSBs)
 - C. Performing a thorough visual inspection
 - D. Verifying the repair

5. According to Technician A, if the opposite DTC can be set, what does it indicate about the problem?
 - A. The problem is the component itself
 - B. The problem is with the wiring or grounds
 - C. The PCM needs to be reset
 - D. The vehicle needs a drive cycle

6. What is the preferred method to clear diagnostic trouble codes (DTCs)?
 - A. Disconnect the negative battery cable for 10 seconds
 - B. Use a scan tool
 - C. Remove the computer (PCM) power feed fuse
 - D. Cycle the ignition key on and off 40 times

7. Which is the factory scan tool for Chrysler brand vehicles?
 - A. WiTECH
 - B. Tech 2
 - C. NGS
 - D. Master Tech

8. Which of these is NOT part of a visual inspection?

- A. Check oil level
- B. Check coolant condition
- C. Check battery voltage
- D. Check DTCs

9. Technician A says knowing if there are any stored DTCs may be helpful when checking for related TSBs. Technician B says that only a factory scan tool should be used to retrieve DTCs. Who is correct?

- A. Technician A only
- B. Technician B only
- C. Both Technicians A and B
- D. Neither Technician A nor B

10. To help the technician verify the customer's concern, what should be used?

- A. Scope
- B. Diagnosis worksheet
- C. Vibration monitor
- D. Digital camera

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Answer Key

1. A

2. B

3. C

4. D

5. A

6. B

7. A

8. D

9. A

10. B