

**Automotive Electrical and Engine Performance 9th Edition**  
**Chapter 1 – Service Information, Work Orders, and Identification**  
**Quiz A**

1. What type of information is commonly found in a vehicle's owner's manual?
  - a) Vehicle dimensions
  - b) Maintenance schedules and fluid specifications
  - c) Warranty expiration dates
  - d) Dealership locations
  
2. A technical service bulletin (TSB) is issued primarily to:
  - a) Notify vehicle owners of a recall
  - b) Inform technicians about potential issues and solutions
  - c) Announce new model features
  - d) Provide discounts on services
  
3. In a VIN, the first character indicates:
  - a) Model year
  - b) Manufacturer
  - c) Country of origin
  - d) Engine type
  
4. Which document serves as a legal agreement between the vehicle owner and the repair shop?
  - a) Work order (repair order)
  - b) Service bulletin
  - c) Recall notice
  - d) Warranty document

5. Factory service information is generally considered more detailed than aftermarket information because:

- a) It is produced by the manufacturer
- b) It contains color illustrations
- c) It includes owner feedback
- d) It covers multiple years and models

6. A recall is issued if the campaign involves:

- a) A new model release
- b) Performance upgrades
- c) Safety or emissions issues
- d) Aesthetic updates

7. To determine if a vehicle is subject to a recall, one can visit:

- a) [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls)
- b) [www.recalls.com](http://www.recalls.com)
- c) The local dealership's website
- d) The vehicle manufacturer's app

8. Gross Vehicle Weight Rating (GVWR) refers to:

- a) Maximum fuel tank capacity
- b) The maximum weight of the vehicle
- c) Recommended tire pressure
- d) Engine power output

9. The work order should include which of the following details?

- a) Customer's address and phone number
- b) VIN, mileage, and requested services
- c) List of replacement parts only
- d) The shop's business license number

10. A VIN typically consists of:

- a) 10 characters
- b) 12 characters
- c) 15 characters
- d) 17 characters

**Automotive Electrical and Engine Performance 9th Edition**  
**Chapter 1 – Service Information, Work Orders, and Identification**  
**Quiz A**

**Correct Answers:**

1. b
2. b
3. c
4. a
5. a
6. c
7. a
8. b
9. b
10. d