

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

1. What essential information is included in a vehicle owner's manual that helps technicians?
 - a) Procedures to reset the maintenance reminder light
 - b) Estimated labor times for major repairs
 - c) VIN decoding instructions
 - d) Guidelines for advanced diagnostics

2. Technician A states that Technical Service Bulletins (TSBs) are covered under the vehicle's warranty. Technician B states that TSBs are recommendations, not guarantees of free repair. Who is correct?
 - a) Technician A only
 - b) Technician B only
 - c) Both Technicians A and B
 - d) Neither Technician A nor B

3. The purpose of a campaign issued by a vehicle manufacturer is to:
 - a) Issue a mandatory recall for safety concerns
 - b) Provide a legal warranty for vehicle owners
 - c) Improve vehicle performance or customer satisfaction
 - d) Distribute detailed service information to dealerships only

4. Where is the vehicle identification number (VIN) often displayed for easy access?
 - a) Inside the glove compartment
 - b) On the driver's side door pillar
 - c) On the rear windshield
 - d) Inside the center console

5. When performing a repair covered under a campaign or recall, the work is generally:
- a) Covered in full at no cost to the owner
 - b) Billed to the customer for a reduced rate
 - c) Covered only if the vehicle is under warranty
 - d) Provided only if there is prior customer consent
6. What role does a repair order (RO) serve in an automotive service context?
- a) It provides general repair guidelines
 - b) It functions as a legal document outlining work authorized
 - c) It lists generic repair procedures for specific issues
 - d) It serves only as an internal record for technicians
7. Which item is typically NOT found on a vehicle's VECI label?
- a) Federal emission standards compliance
 - b) California emission standards compliance
 - c) Detailed repair procedures for emissions components
 - d) Emission system components list
8. What information does the eighth character in the VIN typically represent?
- a) Model year
 - b) Country of origin
 - c) Engine code
 - d) Gross vehicle weight
9. The Gross Vehicle Weight Rating (GVWR) shown on the vehicle safety certification label indicates:
- a) The maximum load capacity of the rear axle only
 - b) The vehicle's total maximum weight capacity
 - c) The curb weight of the vehicle
 - d) The maximum weight limit for the front axle

10. Service records are kept to:

- a) Verify completion of a customer's current work order
- b) Track the technician's hours on each job
- c) Document the history of repairs and maintenance for the vehicle
- d) Comply with warranty requirements on new parts

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Correct Answers:

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