

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

1. What is a primary function of service records in vehicle maintenance?
  - a. Identifying faulty VIN codes for recalls
  - b. Providing a history of repairs and services performed on the vehicle
  - c. Recording failed emissions compliance tests
  - d. Tracking annual mileage changes
  
2. What is included in a vehicle's technical service bulletin (TSB)?
  - a. Customer complaint analysis
  - b. A list of tools required for a service inspection
  - c. Diagnostic procedures and corrective actions for specific problems
  - d. Emission-related compliance certifications
  
3. What critical information is often stored on the Vehicle Emissions Control Information (VECI) label?
  - a. Emissions compliance and engine configuration details
  - b. Diagnostic trouble codes for error resolution
  - c. VIN information and axle ratios
  - d. Fluid capacities for engine and transmission
  
4. Where is the Vehicle Safety Certification Label typically located?
  - a. Inside the center console next to the fuse box
  - b. On the left side pillar post of the driver's side door
  - c. Underneath the passenger seat mat
  - d. On the rear bumper near the license plate

5. What is the primary role of a repair order (RO) in automotive service?
  - a. Documenting customer complaints and technician findings
  - b. Summarizing service bulletins for technicians
  - c. Filing recall claims on behalf of the customer
  - d. Legalizing the agreement for requested repairs and parts replacements
  
6. What is the VIN's tenth character used to indicate?
  - a. Emission compliance region
  - b. Manufacturer code
  - c. Country of origin
  - d. Vehicle model year
  
7. What should a technician document when addressing a rough running engine?
  - a. Date of repair and mileage only
  - b. Inspection results, diagnostic codes, and performed corrective actions
  - c. Fluid levels and tire tread depths
  - d. Component replacement details only
  
8. Which characteristic is essential to include in digital inspection reports?
  - a. Visual media, such as photos of damaged or faulty components
  - b. Direct customer feedback during the inspection
  - c. Real-time emissions monitoring data
  - d. Step-by-step repair instructions
  
9. Why is a VIN decoder useful during vehicle identification?
  - a. It retrieves emissions compliance certificates
  - b. It identifies make, model, engine type, and other key specifications
  - c. It validates the ownership history of the vehicle
  - d. It categorizes service manuals by publication year

10. What information does the Gross Vehicle Weight Rating (GVWR) provide?
- a. Maximum cargo load capacity of the vehicle's roof
  - b. The upper weight limit specified by the manufacturer, including passengers and cargo
  - c. Total axle weight of the front and rear axles combined
  - d. The maximum engine torque output under full load

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**Correct Answers:**

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