

Automotive Technology 7th Edition
Chapter 134: Parts Specialist (P2)
Matching Quiz

Name: _____

Date: _____

Matching: Choose the item in column 2 that best matches each item in column 1.

- | | | |
|----------------------------|--|-----------|
| 1. OEM Parts | A. A fee charged when a customer returns a part. | 1. _____ |
| 2. Jobber Parts | B. The process of buying or selling goods over the Internet. | 2. _____ |
| 3. Core Charge | C. Provided by manufacturers with information on chemicals. | 3. _____ |
| 4. Upselling | D. Parts not made by the original vehicle manufacturer. | 4. _____ |
| 5. Backorder | E. The 17-character code used to identify a specific vehicle. | 5. _____ |
| 6. Stocking Fee | F. Parts manufactured by the same company that built the vehicle. | 6. _____ |
| 7. Safety Data Sheet (SDS) | G. Administration that sets workplace health and safety standards. | 7. _____ |
| 8. VIN | H. An order for parts that are not currently in stock. | 8. _____ |
| 9. E-commerce | I. A refundable charge for a remanufactured component. | 9. _____ |
| 10. OSHA | J. An attempt to increase sales beyond the customer's initial request. | 10. _____ |

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Answer Key

Answer Key:

1. F
2. D
3. I
4. J
5. H
6. A
7. C
8. E
9. B
10. G