

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

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(First Page)

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

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(Subsequent Pages)

**1**

answer: b

source:

objective:

Individuals often begin a career as an automotive technician in a new car dealership by \_\_\_\_\_, which is a good way for a new technician to become familiar with the vehicles sold at the dealership.

- ☐ a. Working at the parts counter
- ☐ b. Performing new car prep
- ☐ c. Being a service advisor
- ☐ d. Serving as the lead tech

**2**

answer: True

source:

objective:

*True or False?* A hybrid vehicle uses two different power sources.

- ☐ a. True
- ☐ b. False

**3**

answer: c

source:

objective:

The government-mandated warranty that specifically covers the catalytic converter(s) and engine control module is the \_\_\_\_\_.

- ☐ a. Federal Emissions Defect Warranty
- ☐ b. Federal Powertrain Warranty
- ☐ c. Federal Emissions Performance Warranty
- ☐ d. Extended Federal Exhaust Warranty

**4**

answer: d

source:

objective:

Which of the following is typically included in a scheduled preventive maintenance program?

- ☐ a. Oil and filter changes
- ☐ b. Coolant and lubrication services
- ☐ c. Replacement of filters
- ☐ d. All of these choices

**5**

answer: b

source:

objective:

In a large new car dealership, the individual who oversees the operation of the service department, parts department, and body shop is the \_\_\_\_\_.

- ☐ a. Service manager
- ☐ b. Service director
- ☐ c. Shop foreman
- ☐ d. Parts manager

**6**

answer: b

source:

objective:

Repair work performed on vehicles still under the manufacturer's warranty is usually performed by \_\_\_\_\_.

- ☐ a. Independent service shops
- ☐ b. Dealerships
- ☐ c. Specialty shops
- ☐ d. Either Independent service shops or dealerships

7

answer: c

source:

objective:

Which of the following businesses perform work on only one or two automotive systems?

- ☐ a. Dealerships
- ☐ b. Independent service shops
- ☐ c. Specialty shops
- ☐ d. Fleet service departments

8

answer: d

source:

objective:

Normally, whose job is it to greet the customer and complete the repair or work order?

- ☐ a. Service manager
- ☐ b. Parts manager
- ☐ c. Automotive technician
- ☐ d. Service advisor

9

answer: d

source:

objective:

Technician A says the *all* an individual need to do in order to become certified by ASE in a particular area is to pass the certification exam in that area. Technician B says that the questions on an ASE exam often force the test taker to choose between two distinct repair methods. Who is correct?

- ☐ a. Technician A
- ☐ b. Technician B
- ☐ c. Both A and B
- ☐ d. Neither A nor B

10

answer: d

source:

objective:

To be successful, today's automotive technician must have \_\_\_\_\_ .

- ☐ a. An understanding of electronics
- ☐ b. The ability to repair and service mechanical systems
- ☐ c. The dedication to always be learning something new
- ☐ d. All of these choices

11

answer: b

source:

objective:

A technician must have a minimum of \_\_\_\_\_ year(s) of hands-on work experience to get ASE certification.

- ☐ a. 1
- ☐ b. 2
- ☐ c. 3
- ☐ d. 4

12

answer: b

source:

objective:

An experienced technician who passes all eight basic ASE automotive certification tests is certified as a (n).

- ☐ a. Automotive technician
- ☐ b. Master automotive technician
- ☐ c. Service manager
- ☐ d. Parts manager

**13** Technician A says battery warranties are often prorated. Technician B says most prorated warranties have a deductible. Who is correct?  
answer: a  
source:  
objective:

☐ a. Technician A  
☐ b. Technician B  
☐ c. Both A and B  
☐ d. Neither A nor B

**14** Wholesale auto parts stores that sell aftermarket parts and supplies to service shops and the general public is called \_\_\_\_\_ ?  
answer: c  
source:  
objective:

☐ a. Warehouse distributors  
☐ b. Mass merchandisers  
☐ c. Jobbers  
☐ d. Freelancers

**15** Ongoing technical training and support is available from \_\_\_\_\_.  
answer: d  
source:  
objective:

☐ a. Aftermarket parts manufacturers  
☐ b. Auto manufacturers  
☐ c. Jobbers  
☐ d. All of these choices

---

*PAGE 1* (First Page)

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*PAGE 1* (Subsequent Pages)

---

## **ANSWER KEY**

### **Chapter 1 Multiple Choice and True-False Quiz**

---

**1** b  
**2** True  
**3** c  
**4** d  
**5** b  
**6** b  
**7** c  
**8** d  
**9** d  
**10** d  
**11** b  
**12** b  
**13** a  
**14** c  
**15** d

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

(First Page)

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

(Subsequent Pages)

**1**

answer: Dealership

service department

→ Is contracted

with an auto  
manufacturer,  
Franchise repair  
shop → Service

shop run by a large  
corporation,  
Independent service  
shop → Not

associated with any  
vehicle  
manufacturer,  
Specialty shop →

Specializes in a  
particular vehicle or  
system,  
Store-associated  
shop → Service

department of a  
department store

source:

objective:

Match the type of shop with the descriptions below:

Specialty shop

Is contracted with an auto manufacturer

Franchise repair shop

Service shop run by a large corporation

Independent service shop

Not associated with any vehicle  
manufacturer

Store-associated shop

Specializes in a particular vehicle or  
system

Dealership service department

Service department of a department  
store

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**ANSWER KEY**

**Chapter 1 Matching Exercise**

1 Dealership service department → Is contracted with an auto manufacturer,

Franchise repair shop → Service shop run by a large corporation,

Independent service shop → Not associated with any vehicle manufacturer,

Specialty shop → Specializes in a particular vehicle or system,

Store-associated shop → Service department of a department store

ANSWER KEY - Page 1



Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

(First Page)

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

(Subsequent Pages)

**1**

answer: True

Currently there is a great shortage of qualified automotive technicians.

source:

objective:

☐ a. True ☐ b. False**2**

answer: False

Electricity travels at the speed of sound.

source:

objective:

☐ a. True ☐ b. False**3**

answer: True

Electronic components have no moving parts.

source:

objective:

☐ a. True ☐ b. False**4**

answer: True

Often, according to terms of the warranty, the owner of a new car must pay a deductible charge. The manufacturer pays for all repairs over the deductible amount.

source:

objective:

☐ a. True ☐ b. False**5**

answer: False

A Federal Emissions Performance Warranty requires that the customer pay one-half of the repair charge.

source:

objective:

☐ a. True ☐ b. False**6**

answer: False

EPA refers to the Emission Protection Agency.

source:

objective:

☐ a. True ☐ b. False**7**

answer: False

The costs of preventive maintenance performed on a leased vehicle are paid by the automobile dealer.

source:

objective:

☐ a. True ☐ b. False**8**

answer: False

NAPA service centers are franchised repair shops.

source:

objective:

☐ a. True ☐ b. False**9**

answer: True

Repair estimates are required by law in most states.

source:

objective:

☐ a. True ☐ b. False**10**

answer: True

A hybrid vehicle has two separate sources of power. These two power sources can work together to move the vehicle or can power the vehicle on their own.

source:

objective:

☐ a. True ☐ b. False

**11**

answer: True

source:

objective:

Modern, clean burning, and highly efficient diesel engines use computer controls.

- ☐ a. True ☐ b. False

**12**

answer: True

source:

objective:

Specialty technicians work on only one vehicle system, such as transmissions.

- ☐ a. True ☐ b. False

**13**

answer: False

source:

objective:

ASE certification is mandatory in most states.

- ☐ a. True ☐ b. False

**14**

answer: True

source:

objective:

Before taking the ASE L1 test, the technician must pass the Electricity and Engine Performance tests.

- ☐ a. True ☐ b. False

**15**

answer: c

source:

objective:

Repair work performed on vehicles still under the manufacturer's warranty is usually performed by \_\_\_\_\_.

- ☐ a. independent service shops
- ☐ b. specialty shops
- ☐ c. dealerships
- ☐ d. either "independent service shops" or "dealerships"

**16**

answer: a

source:

objective:

Which of the following businesses perform work on only one or two automotive systems?

- ☐ a. specialty shops
- ☐ b. independent service shops
- ☐ c. dealerships
- ☐ d. fleet service departments

**17**

answer: c

source:

objective:

Normally, whose job is it to prepare a repair cost estimate for a customer?

- ☐ a. parts manager
- ☐ b. service manager
- ☐ c. service advisor
- ☐ d. master automotive technician

**18**

answer: b

source:

objective:

To be successful, a parts counter person must possess all the following skills EXCEPT:

- ☐ a. sales skills
- ☐ b. repair skills
- ☐ c. inventory skills
- ☐ d. vehicle knowledge

**19**

answer: d

source:

objective:

To be successful, today's automotive technician must have \_\_\_\_\_.

- ☐ a. a sound understanding of automotive technology
- ☐ b. continuous training in new technology
- ☐ c. on-the-job experience
- ☐ d. all answers are correct

**20**

answer: b

source:

objective:

A technician must have a minimum of \_\_\_\_ years(s) of full-time, hands-on work experience as an automotive technician to get ASE certification.

- ☐ a. four
- ☐ b. two
- ☐ c. three
- ☐ d. one



**21**

answer: b

source:

objective:

A technician who passes all eight basic ASE automotive certification tests is certified as a(n) \_\_\_\_\_.

- ☐ a. parts manager
- ☐ b. master automotive technician
- ☐ c. automotive technician
- ☐ d. service manager

**22**

answer: a

source:

objective:

The BMW Step Program is an example of a(n) \_\_\_\_\_.

- ☐ a. postgraduate education program
- ☐ b. apprenticeship program
- ☐ c. job-shadowing program
- ☐ d. cooperative education program

**23**

answer: d

source:

objective:

Wholesale auto parts stores that sell aftermarket parts and supplies to service shops and the general public are called \_\_\_\_\_.

- ☐ a. mass merchandisers
- ☐ b. freelancers
- ☐ c. warehouse distributors
- ☐ d. jobbers

**24**

answer: b

source:

objective:

Ongoing technical training and support are available from \_\_\_\_\_.

- ☐ a. aftermarket parts manufacturers
- ☐ b. all answers are correct
- ☐ c. auto manufacturers
- ☐ d. jobbers

**25**

answer: c

source:

objective:

*Technician A* says that after an individual passes a particular ASE certification exam, that person is certified in that test area. *Technician B* says all the questions on an ASE certification exam are multiple choice type questions. Who is correct?

☐

a. A only

☐

b. neither A nor B

☐

c. B only

☐

d. both A and B

**26**

answer: c

source:

objective:

An expert technician who guides, encourages and counsels automotive students, who can explain things that may not be clear to them, and who stays in contact with them during their training and entry into the workforce is called a \_\_\_\_\_.

☐

a. patron

☐

b. benefactor

☐

c. mentor

☐

d. counselor

**27**

answer: a

source:

objective:

ASE test are being discussed. *Technician A* says ASE is administered by the Department of Transportation. *Technician B* says most states require technicians to be ASE certified before they can work on automobiles. Who is correct?

☐

a. neither A nor B

☐

b. A only

☐

c. both A and B

☐

d. B only

**28**

answer: b

source:

objective:

Repair shops are being discussed. *Technician A* says a franchise shop typically repairs all areas of the vehicle. *Technician B* says dealerships are typically owned by the car manufacturer. Who is correct?

☐

a. A only

☐

b. neither A nor B

☐

c. B only

☐

d. both A and B

**29**

answer: d

source:

objective:

*Technician A* says fleet service and maintenance technicians only work on trucks. *Technician B* says fleet service technicians in some large fleets are authorized to do warranty work for the manufacturer who sold the vehicles to the fleet. Who is correct?

☐

a. both A and B

☐

b. A only

☐

c. neither A nor B

☐

d. B only

**30**

answer: c

source:

objective:

*Technician A* says the shop foreman's primary job is to help technicians with difficult jobs. *Technician B* says the shop foreman is sometimes called the lead technician. Who is correct?

☐

a. B only

☐

b. A only

☐

c. both A and B

☐

d. neither A nor B

**31**

answer: a

source:

objective:

Service advisors are being discussed. *Technician A* says the service advisor serves as the liaison between the customer and the technician. *Technician B* says most shops use computers to generate repair orders and estimates, therefore having good computer skills is essential for a service advisor. Who is correct?

☐

a. both A and B

☐

b. neither A nor B

☐

c. A only

☐

d. B only

**32**

answer: b

source:

objective:

ASE certification is being discussed. *Technician A* says there are eight basic automobile technician certification areas. *Technician B* says you must pass all eight to become a ASE Master Technician. Who is correct?

☐

a. B only

☐

b. both A and B

☐

c. neither A nor B

☐

d. A only

**33**

answer: b

source:

objective:

*Technician A* says cooperative education programs are typically two years in length. *Technician B* says students in cooperative education programs spend the first year in the classroom and the second year working in the field. Who is correct?

☐

a. neither A nor B

☐

b. A only

☐

c. B only

☐

d. both A and B

**34**

answer: a

source:

objective:

*Technician A* says a specialty shop works on only one brand of car. *Technician B* says specialty shops work on only one or two systems of the automobile. Who is correct?

☐

a. both A and B

☐

b. A only

☐

c. neither A nor B

☐

d. B only

**35**

answer: d

source:

objective:

Electronic components \_\_\_\_\_.

☐

a. are durable

☐

b. do not require periodic adjustment

☐

c. have no moving parts

☐

d. all answers are correct

**36**

answer: b

source:

objective:

The typical new car warranty covers repairs and replacement parts for \_\_\_\_\_.

☐

a. 5 years/50,000 miles

☐

b. 3 years/36,000 miles

☐

c. 1 year/15,000 miles

☐

d. 2 years/24,000 miles

**37**

answer: c

source:

objective:

The Federal Emissions Performance Warranty covers the catalytic converter for \_\_\_\_\_.

☐

a. 5 years/50,000 miles

☐

b. 10 years/100,000 miles

☐

c. 8 years/80,000 miles

☐

d. 2 years/24,000 miles

**38**

answer: c

source:

objective:

In a large dealership, the service director oversees the operation of \_\_\_\_\_.

- ☐ a. the body shop
- ☐ b. the parts department
- ☐ c. all answers are correct
- ☐ d. the service department

**39**

answer: a

source:

objective:

ASE certified technicians must be retested every \_\_\_\_\_ years to remain certified.

- ☐ a. five
- ☐ b. seven
- ☐ c. four
- ☐ d. two

**40**

answer: c

source:

objective:

Two technicians are discussing career opportunities. *Technician A* says working at a dealership helps one to develop into a well-rounded technician. *Technician B* says working at a dealership provides excellent opportunities for ongoing training. Who is correct?

- ☐ a. A only
- ☐ b. neither A nor B
- ☐ c. B only
- ☐ d. both A and B

**41**

answer: d

source:

objective:

Besides automotive technicians, which of the following jobs require(s) a good working knowledge of all automotive systems and all major components?

- ☐ a. service manager
- ☐ b. parts specialist
- ☐ c. service advisor
- ☐ d. all answers are correct

**42**

answer: d

source:

objective:

Parts manufactured by the same company that built the vehicle or the company that supplied the parts to the manufacturer of the vehicle are called \_\_\_\_\_ parts.

- ☐ a. manufacturer's specification
- ☐ b. genuine replacement
- ☐ c. aftermarket
- ☐ d. OEM [original equipment manufacturer]

**43**

answer: a

source:

objective:

What part listed here is NOT covered by the Federal Emissions Defect Warranty?

- ☐ a. water pump
- ☐ b. fuel pressure regulator
- ☐ c. ignition module
- ☐ d. mass airflow sensor

**44**

answer: b

source:

objective:

*Technician A* says some shops have technician teams, consisting of several technicians with different levels of expertise. *Technician B* says the lead tech is sort of the shop foreman of the team. Who is correct?

☐

a. B only

☐

b. both A and B

☐

c. neither A nor B

☐

d. A only

**45**

answer: shop

foreman

source:

objective:

The \_\_\_\_\_ is the one who helps technicians with more difficult tasks and serves as the quality control expert.

**46**

answer: service

advisor

source:

objective:

Writing accurate repair estimates is a responsibility of the \_\_\_\_\_ .

**47**

answer: 6

source:

objective:

For every auto dealership, there are \_\_\_\_\_ independent repair shops.

**48**

answer: computers

source:

objective:

Most shops use \_\_\_\_\_ to generate repair orders and estimates and to schedule the shop's workload.

**49**

answer: diagnostic

source:

objective:

Today's technicians must have good \_\_\_\_\_ skills.

**50**

answer: parts

specialist

source:

objective:

Maintaining parts inventories is the responsibility of the \_\_\_\_\_ .

**51**

answer: prorated

source:

objective:

Typically batteries are sold with a(n) \_\_\_\_\_ warranty.

**52**

answer: service

manager

source:

objective:

The \_\_\_\_\_ is responsible for the operation of the entire service department at a large dealership or independent shop.

**53**

answer: warehouse

distributor

source:

objective:

A large parts distribution center is commonly known as a(n) \_\_\_\_\_ .



**54**

answer: preventive  
maintenance  
source:  
objective:

The \_\_\_\_\_ schedule lists the service and maintenance operations that keep the vehicle working efficiently and may include oil and filter changes, coolant and lubrication services, replacement of belts and hoses, and replacement of spark plugs.

**55**

answer: jobber  
source:  
objective:

A local auto parts store that sells to shops and do-it-yourselfers is often called a(n) \_\_\_\_\_ .

**56**

answer: Engine  
Performance  
source:  
objective:

The most commonly sought advanced ASE certification for automotive technicians is the L1 or Advanced \_\_\_\_\_ .

**57**

answer:

What are the two warranties mandated by the federal government?

Federal Emissions  
Defect Warranty,  
Federal Emissions  
Performance  
Warranty



source:  
objective:

**58**

answer:

What is the primary reason technicians cannot repair a particular problem on today's vehicles?

They cannot find  
the problem  
because they are  
lacking the proper  
training and  
diagnostic skills.



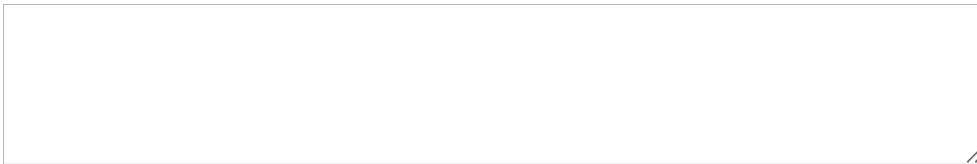
source:  
objective:

**59**

answer:

Describe cooperative education.

It is a program in  
which the student  
spends some time in  
school and some  
time on the job.



source:  
objective:

**60**

answer:

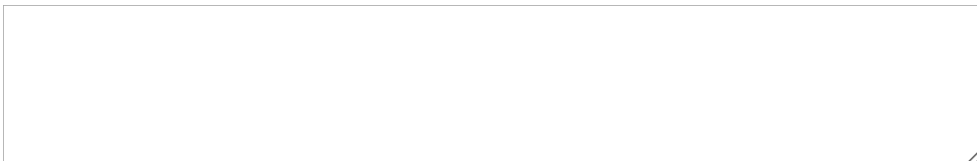
Name an example of a franchise repair shop.

Goodyear

Firestone

Midas

AAMCO



source:  
objective:

**61**

Why is today's automotive industry considered a global industry?

answer:

Worldwide (global) mergers, parts distribution systems, and vehicle assembling. Manufacturers partner to jointly build vehicles and components for domestic and foreign markets.



source:


objective:

**62**

How does a service technician become certified?

answer:

Enroll, pass test(s), and have two years' experience (or one year plus training options).



source:

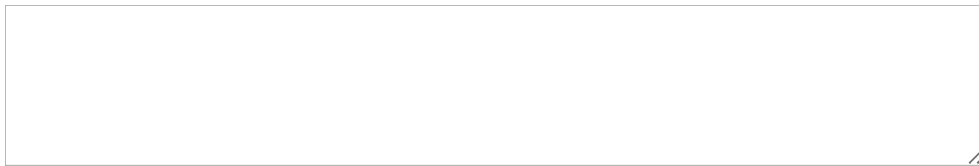
objective:

**63**

What is ASE?

answer:

National Institute for Automotive Service Excellence certification



source:

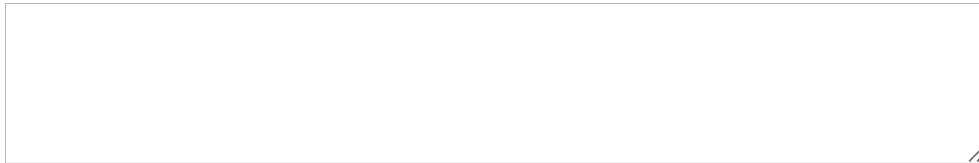
objective:

**64**

Identify five different types of businesses that hire service technicians.

answer:

Dealerships, independent shops, specialty shops, franchise repair shops, and fleet service



source:

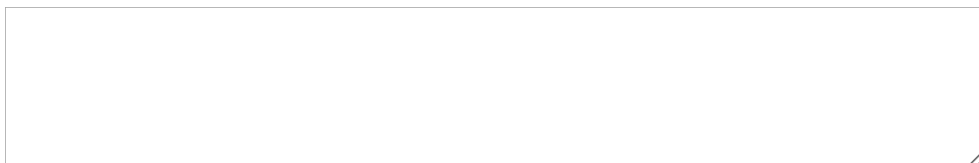
objective:

**65**

Why are electronics so heavily used on today's vehicles?

answer:

They are dependable, lightweight, and fast, and they have no moving parts.



source:

objective:

**66**

What is the primary purpose of a job-shadowing program?

answer:

To expose the student to real-world situations; to let the student see what it takes to be a successful technician



source:

objective:

**67**

What is a prorated warranty?

answer:

The amount of the repair bill or parts cost covered by a warranty that decreases over time.



source:

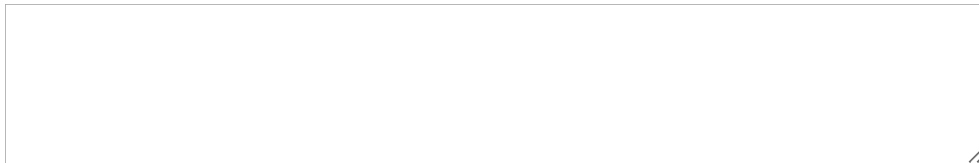
objective:

**68**

Where can all warranty information be found?

answer:

In the vehicle's owner's manual



source:

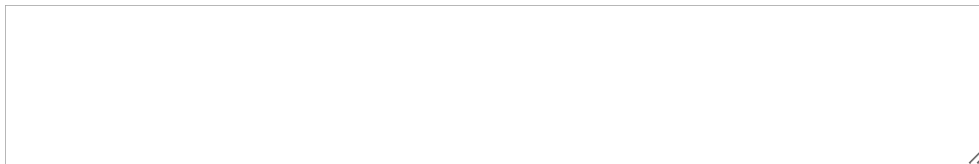
objective:

**69**

What is the difference between a mechanic and an automotive technician?

answer:

A mechanic has the skills necessary to service mechanical systems. A technician has the training and knowledge to work on all systems of the car, including the electrical, electronic, hydraulic, pneumatic, and mechanical systems.



source:

objective:

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*PAGE 1* (First Page)

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*PAGE 1* (Subsequent Pages)

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**ANSWER KEY****Chapter\_01\_Careers\_in\_the\_Automotive\_Industry**

---

- 1 True
- 2 False
- 3 True
- 4 True
- 5 False
- 6 False
- 7 False
- 8 False
- 9 True
- 10 True
- 11 True
- 12 True
- 13 False
- 14 True
- 15 c
- 16 a
- 17 c
- 18 b
- 19 d
- 20 b
- 21 b
- 22 a
- 23 d
- 24 b
- 25 c
- 26 c
- 27 a
- 28 b
- 29 d
- 30 c
- 31 a
- 32 b
- 33 b
- 34 a
- 35 d
- 36 b
- 37 c
- 38 c
- 39 a
- 40 c
- 41 d
- 42 d
- 43 a
- 44 b
- 45 shop foreman
- 46 service advisor
- 47 6
- 48 computers
- 49 diagnostic
- 50 parts specialist
- 51 prorated
- 52 service manager
- 53 warehouse distributor
- 54 preventive maintenance
- 55 jobber
- 56 Engine Performance
- 57

Federal Emissions Defect Warranty, Federal Emissions Performance Warranty

**58**

They cannot find the problem because they are lacking the proper training and diagnostic skills.

**59**

It is a program in which the student spends some time in school and some time on the job.

**60**

Goodyear

Firestone

Midas

AAMCO

**61**

Worldwide (global) mergers, parts distribution systems, and vehicle assembling. Manufacturers partner to jointly build vehicles and components for domestic and foreign markets.

**62**

Enroll, pass test(s), and have two years' experience (or one year plus training options).

**63**

National Institute for Automotive Service Excellence certification

**64**

Dealerships, independent shops, specialty shops, franchise repair shops, and fleet service

**65**

They are dependable, lightweight, and fast, and they have no moving parts.

**66**

To expose the student to real-world situations; to let the student see what it takes to be a successful technician

**67**

The amount of the repair bill or parts cost covered by a warranty that decreases over time.

**68**

In the vehicle's owner's manual

**69**

A mechanic has the skills necessary to service mechanical systems. A technician has the training and knowledge to work on all systems of the car, including the electrical, electronic, hydraulic, pneumatic, and mechanical systems.

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*ANSWER KEY - Page 1*

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

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(First Page)

Name: \_\_\_\_\_

Class: \_\_\_\_\_

Date: \_\_\_\_\_

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(Subsequent Pages)

**1**

answer: b

source:

objective:

Which of the following positions is responsible for assessing vehicle concerns as well as diagnosing and repairing vehicle problems?

☐ a. Service advisor

☐ b. Technician

☐ c. Shop foreman

☐ d. Service manager

**2**

answer: c

source:

objective:

Which of the following positions is responsible for assisting the technician with some of the more complex tasks, and performs quality control functions?

☐ a. Service manager

☐ b. Technician

☐ c. Shop foreman

☐ d. Service advisor

**3**

answer: d

source:

objective:

Informing the Technician about customer concerns is the job of the \_\_\_\_\_.

☐ a. Service manager

☐ b. Technician

☐ c. Shop foreman

☐ d. Service advisor

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PAGE 1 (Subsequent Pages)

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## ANSWER KEY

### Chapter 1 Video Questions

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**1** b

**2** c

**3** d

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ANSWER KEY - Page 1