

Name

Class

Date

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Chapter 02 Test

Indicate the answer choice that best completes the statement or answers the question.

1. Since 1981, the VIN has been made up of _____ characters.

- a. 11
- b. 13
- c. 15
- d. 17

2. VIN stands for _____.

- a. Vehicle information number
- b. Vehicle ignition number
- c. Vehicle identification number
- d. None of the above

3. Technician A says vehicle information numbers (VINs) are unique identifiers for each vehicle produced. Technician B says VINs are made up of 19 characters and are usually located on the engine. Who is correct?

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

4. In a North American VIN, the _____ character is the country of origin.

- a. First
- b. Second
- c. Third
- d. Fourth

5. The _____ character tells you the assembly plant or factory where the vehicle was put together.

- a. 10th
- b. 11th
- c. 12th
- d. 13th

6. Where might you find a VIN?

- a. Engine
- b. Left front corner of the windshield
- c. Trunk
- d. All of the above

7. Automotive service manuals come in two types: _____ and _____.

- a. After-market; shop

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- b. Shop; factory
- c. Factory; after-market
- d. Paper; electronic

8. Manufacturers offer information online through _____ subscriptions.

- a. Daily
- b. Monthly
- c. Yearly
- d. All of the above

9. Shop manuals are organized according to _____ and have indexes for quick referencing.

- a. VINs
- b. Engine parts
- c. Vehicle systems
- d. None of the above

10. Technician A says that to use a service information program, you may be required to log in to the computer and the service information program. Technician B says make sure you have the username and login available before you start. Who is correct?

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

11. Technician A says computer databases are used to input and retrieve customer information for billing, warranty work, and other information. Technician B says that dealerships have access to manufacturer databases for the purpose of accessing warranty information. Who is correct?

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

12. Technician A says that computer databases provide information on procedures, parts, and service problems. Technician B says usernames and passwords may be required to log into the computer and the service information program. Who is correct?

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

Indicate whether the statement is true or false.

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13. The final six numbers make up the sequential number of the vehicle as it comes off the assembly line.

- a. True
- b. False

Indicate the answer choice that best completes the statement or answers the question.

14. The VIN contains all of the following information, EXCEPT:

- a. tire size.
- b. engine type.
- c. seat restraints.
- d. assembly plant.

15. The information found in shop manuals provides a systematic procedure and identifies _____, safety precautions, and specifications relevant to the task.

- a. SDS
- b. Computer databases
- c. VINs
- d. Special tools

16. At the time of vehicle _____, manufacturers prepare service and technical information and attempt to anticipate the information the technicians need to perform service and repairs.

- a. Service
- b. Invoicing
- c. Repair
- d. Production

17. Technician A says manufacturers provide technical service bulletins (TSBs) as updates to shop manuals when new problems or maintenance concerns arise for certain vehicle makes or models. Technician B says a TSB can be issued for an updated part or a change in the service procedure on a certain make of vehicle. Who is correct?

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

18. Technician A says manufacturers provide technical service bulletins (TSBs) to technicians on unexpected problems, updated parts, or changes to repair procedures for certain vehicle makes or models. Technician B says that if a safety issue is discovered on a certain make of vehicle, the manufacturer may issue a service campaign or recall. Who is correct?

- a. Technician A
- b. Technician B
- c. Both A and B

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d. Neither A nor B

19. All of the following are TSB guidelines EXCEPT:

- a. Technicians must be able to locate where the TSBs are kept in your shop or look them up in the electronic service information system.
- b. Prior to performing repairs, technicians must look through the TSBs and get to know the type of information contained in them.
- c. After working on a vehicle, it is good practice to check whether a TSB has been issued for that vehicle and type of fault or repair.
- d. Perform repairs to the vehicle following the TSB where appropriate while also referring to the shop manual.

20. Usually, all costs associated with the recall are paid for by the:

- a. owner.
- b. seller.
- c. manufacturer.
- d. dealer.

21. Technician A says that service information programs are extremely helpful, as the technician can use a laptop at the vehicle for quick access to repair procedures. Technician B says that a fault from the factory within the airbag system would likely trigger a recall. Who is correct?

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

22. A critical change in the procedure that bleeds air from the cooling system is needed to resolve overheating concerns. Technician A states that in this situation, the manufacturer would issue a service bulletin explaining the problem. Technician B states that this can be done by the shop itself. Who is correct?

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

23. A technical service bulletin may provide information on all of the following *except*:

- a. unexpected problems.
- b. updated parts.
- c. changes to repair procedures.
- d. the scheduled maintenance chart.

24. Which of the following is an example of a mandatory recall?

- a. A vehicle's radio malfunctioning
- b. A vehicle's airbag not deploying

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- c. A vehicle's dashboard prematurely fading
- d. None of the answers listed

25. There is a fault within the airbag system of a vehicle that results in the airbag not deploying or deploying when it should not. In this case, the manufacturer would need to do all of the following EXCEPT:

- a. identify the problem.
- b. identify the cause.
- c. note the vehicles that are affected.
- d. calculate the cost and decide on a recall.

26. To identify the correct part, the technician will need to know _____.

- a. Where on the vehicle the part is installed
- b. What system or subsystem it comes from
- c. Vehicle identification information
- d. All of the above

27. Technician A says that aftermarket transmission manuals can save a technician valuable time when servicing a transmission. Technician B says that it is recommended a technician start a binder for each transmission model to collect valuable service information, service bulletins, and articles. Who is correct?

- a. Technician A
- b. Technician B
- c. Both technicians
- d. Neither technician

28. Which of the following are available to supplement the manufacturer's service information to repair automatic transmission repairs?

- a. Technician's personal library of binders
- b. ATSG repair manuals
- c. ATRA online database
- d. All of the above

29. Which of the following publish manuals on the repair of automatic transmissions?

- a. ATRA
- b. ATSG
- c. ASE
- d. Both A and B

30. Manuals from the Automatic Transmission Service Group are written for a specific transmission.

- a. True
- b. False

31. Technician A says that ATSG manuals cover the operation, diagnosis, and repair of a specific transmission. Technician B says that these manuals also include a "known problem" section with procedures to correct those problems. Who is correct?

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- a. Technician A
- b. Technician B
- c. Both technicians
- d. Neither technician

32. An ATSG manual is available in print or download.

- a. True
- b. False

33. Technician A says that the ATSG provides online and in-person training. Technician B says that ATRA provides inline and in-person training. Who is correct?

- a. Technician A
- b. Technician B
- c. Both technicians
- d. Neither technician

34. ATGS manuals can help a technician identify all of the thrust bearings and valve springs by providing scaled down images.

- a. True
- b. False

35. An online database such as ATRA can include which of the following information?

- a. Known problems and repairs
- b. Service bulletins
- c. Transmission tips and tricks
- d. All of the above

36. Which of the following is needed to look up the correct repair parts for a vehicle?

- a. Vehicle year, make, and model
- b. Engine size and code
- c. VIN
- d. All of the choices listed

37. Technician A says that an experienced technician can complete a repair task more quickly than the labor guide specifies. Technician B says that the labor time guide indicates the time taken by an average technician to complete a task. Who is correct?

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

38. The length of time for service or repair work is usually listed in tenths of an hour; 0.6 tenths of an hour would be how many minutes?

- a. 6 minutes

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- b. 36 minutes
- c. 18 minutes
- d. 42 minutes

39. Technician A states that flat rate servicing costs are usually derived from a labor guide. Technician B states that labor guides list how much time will be involved in performing a standard repair. Who is correct?

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

40. _____ is extra time needed to deal with situations that occur on a relatively common basis, such as vehicle-installed options that are not common to all vehicles, like wheel locks.

- a. Warranty time
- b. Total time
- c. Additional time
- d. Combination time

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Answer Key

1. d
2. c
3. a
4. a
5. b
6. d
7. c
8. d
9. c
10. c
11. c
12. c
13. True
14. a
15. d
16. d
17. c
18. c
19. c
20. c
21. c
22. a
23. d
24. b

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25. d

26. d

27. c

28. d

29. d

30. a

31. c

32. a

33. b

34. a

35. d

36. d

37. c

38. b

39. c

40. c