https://selldocx.com/products /test-bank-automotive-technology-a-systems-approach-6e-erjavec Class

Name :		Class :	Dat e:
Chapter 01: Career	rs in the Automot	ive Industry	
1. Currently there is a	great shortage of qua	alified automotive technicia	ans.
J	a.	True	
	b.	False	
ANSWER:			True
2. Electricity travels a	t the speed of sound.		
	a.	True	
	b.	False	
ANSWER:			False
3. Electronic compone	ents have no moving	parts.	
	a.	True	
	b.	False	
ANSWER:			True
4. Often, according to for all repairs over the		y, the owner of a new car n	nust pay a deductible charge. The manufacturer pay
	a.	True	
	b.	False	
ANSWER:			True
5. A Federal Emission	ns Performance Warr	anty requires that the custon	mer pay one-half of the repair charge.
	a.	True	
	b.	False	
ANSWER:			False
6. EPA refers to the E	mission Protection A	gency.	
	a.	True	
	b.	False	
ANSWER:			False
7. The costs of preven	tive maintenance per	formed on a leased vehicle	are paid by the automobile dealer.
	a.	True	
	b.	False	
ANSWER:			False
8. NAPA service cente	ers are franchised rep	pair shops.	
	a.	True	
	b.	False	
ANSWER:			False
9. Repair estimates are	e required by law in		
	a.	True	
	b.	False	

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ANSWER:				True
	cle has two separate source vehicle on their own.	es of power. Thes	e two power sources of	can work together to move the vehic
_	a.	True		
	b.	False		
ANSWER:				True
11. Modern, clear	burning, and highly effici	_	s use computer contro	ls.
	a.	True		
	b.	False		
ANSWER:				True
12. Specialty tech	nicians work on only one v	vehicle system, su	ich as transmissions.	
	a.	True		
	b.	False		
ANSWER:				True
13. ASE certificat	tion is mandatory in most s	tates.		
	a.	True		
	b.	False		
ANSWER:				False
14. Before taking	the ASE L1 test, the techn	ician must pass th	ne Electricity and Eng	ine Performance tests.
	a.	True		
	b.	False		
ANSWER:				True
15. Repair work p	performed on vehicles still	under the manufa	cturer's warranty is us	sually performed by
a. inde	pendent service shops			
b. deal	erships			
c. spec	cialty shops			
d. eith	er "independent service sho	ps" or "dealershi	ips"	
ANSWER:				b
16. Which of the	following businesses perfo	rm work on only	one or two automotive	e systems?
	lerships	•	dependent service sho	•
c. spec	cialty shops	d. fle	eet service department	is
ANSWER:			_	c
17. Normally, wh	ose job is it to prepare a re	pair cost estimate	for a customer?	
*	ice manager		b.	parts manager
c. mas	ter automotive technician		d.	service advisor
ANSWER:				d

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18. To be successful, a parts counter person must po a. sales skills c. vehicle knowledge ANSWER:	b. repair skills d. inventory skills	b
19. To be successful, today's automotive technician a. a sound understanding of automotive b. on-the-job experience c. continuous training in new technology d. all answers are correct ANSWER:	technology	d
20. A technician must have a minimum of year	rs(s) of full-time, hands-on work experience as an au	itomotive
technician to get ASE certification. a. one c. three	b. two d. four	
ANSWER:		b
21. A technician who passes all eight basic ASE auta. automotive technicianc. service manager ANSWER:	b. master automotive technician d. parts manager	· b
22. The BMW Step Program is an example of a(n) _a. apprenticeship programc. postgraduate education programANSWER:	b. cooperative education program d. job-shadowing program	c
23. Wholesale auto parts stores that sell aftermarket	parts and supplies to service shops and the general p	oublic are called
a. warehouse distributors c. jobbers ANSWER:	b. mass merchandisersd. freelancers	c
24. Ongoing technical training and support are avail a. aftermarket parts manufacturers c. jobbers ANSWER:	able from b. auto manufacturers d. all answers are correct	d
25. Technician A says that after an individual passes test area. Technician B says all the questions on an A correct?		
a. A only	b. B only	

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c.	both A and B	d.	neither A nor B	
ANSWER:				ь
	echnician who guides, encourag n, and who stays in contact with		ining and entry into the	
	a. mentor	b.	counselor	
	c. patron	d.	benefactor	
ANSWER:				a
	e being discussed. <i>Technician A</i> ays most states require technicia			
a.	A only	b.	B only	
c.	both A and B	d.	neither A nor B	
ANSWER:				d
	os are being discussed. <i>Technica</i> ays dealerships are typically ow A only both A and B	-		l areas of the vehicle.
	A says fleet service and mainte	nanga taabnigiang anl	www.	
	some large fleets are authorized			
a.	A only	b.	B only	
c.	both A and B	d.	neither A nor B	
ANSWER:				b
	A says the shop foreman's prints sometimes called the lead tech			os. Technician B says the
a.	A only	b.	B only	
c.	both A and B	d.	neither A nor B	
ANSWER:				c
and the technic	risors are being discussed. <i>Tech</i> ian. <i>Technician B</i> says most sho skills is essential for a service a	ops use computers to g	generate repair orders an	
a.	A only	b.	B only	
c.	both A and B	d.	neither A nor B	
ANSWER:				c
	cation is being discussed. <i>Techn</i> ays you must pass all eight to be	•	_	

B only

A only

a.

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(c. both A and B	d. n	either A nor B	
ANSWER:				c
	ian A says cooperative education progra education programs spend the first year			
ä	a. A only	b. E	only	
	c. both A and B	d. n	either A nor B	
ANSWER:				a
	ian A says a specialty shop works on on systems of the automobile. Who is corre	ct?		lty shops work on only
8	a. A only		only	
	c. both A and B	d. n	either A nor B	
ANSWER:				c
	ic components			
	nave no moving parts		b. are durable	
	do not require periodic adjustment		d. all answers are co	
ANSWER:				d
36. The typi a. c.	ical new car warranty covers repairs and 1 year/15,000 miles 3 years/36,000 miles	b. 2	or years/24,000 miles years/50,000 miles	
ANSWER:	· •		y	c
37. The Fed	eral Emissions Performance Warranty c 2 years/24,000 miles	· · · · · · · · · · · · · · · · · · ·	onverter for ears/50,000 miles	
c.	8 years/80,000 miles	· ·	vears/100,000 miles	
ANSWER:	•	•		c
38. In a larg	ge dealership, the service director overse	es the operation of		
a.	the service department		ne parts department	
c.	the body shop		ll answers are correct	
ANSWER:				d
39. ASE cer	rtified technicians must be retested every	/ years to rem b.	ain certified.	
	c. five	d.	seven	
ANSWER:		u.	50.011	c
into a well-r training. Wh	hnicians are discussing career opportunite ounded technician. <i>Technician B</i> says who is correct? a. A only	vorking at a dealersh		

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c. both A and B		d.	neither A nor B	
ANSWER:				b
41. Besides automotive technicians, which o	f the following jobs	s requ	uire(s) a good working k	nowledge of all automotive
systems and all major components?				
a. parts specialist	b.		vice advisor	
c. service manager	d.	all a	answers are correct	
ANSWER:				d
42. Parts manufactured by the same company manufacturer of the vehicle are called a. aftermarket b. OEM [original equipment manufacturer of the vehicle are called of the ve	parts.	cle o	r the company that suppl	lied the parts to the
d. manufacturer's specification	1			
ANSWER:				ь
43. What part listed here is NOT covered by			•	
a. ignition module	b.		s airflow sensor	
c. water pump ANSWER:	d.	fuel	pressure regulator	C
ANSWER.				c
44. Technician A says some shops have technical areas and took is				
expertise. <i>Technician B</i> says the lead tech is a. A only	soft of the shop for	b.	B only	Tect?
c. both A and B		d.	neither A nor B	
ANSWER:		u.	netulet A not b	c
				·
45. The is the one v	who helps technicia	ıns w	ith more difficult tasks a	nd serves as the quality
control expert. ANSWER:	ghan fa	*****		
ANSWER.	shop fo	orema	III	
46. Writing accurate repair estimates is a respective statement of the sta	ponsibility of the			
ANSWER:	service ad writer			
47. For every auto dealership, there are		_ ind	ependent repair shops.	
ANSWER:				6 six
				OIA.
48. Most shops use	to generate repair	order	rs and estimates and to so	chedule the shop's workload.
ANSWER:			nputers	
40. Today's tachnicians must have as -1		_~ 1.	:11 ₀	
49. Today's technicians must have good			ills. gnostic	

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50. Maintaining parts inver	ntories is the responsibility of the	
ANSWER:	parts specialist	
	parts counter person	
51. Typically batteries are	sold with a(n) warranty.	
ANSWER:	prorated	
52. The	is responsible for the operation of the entire servi	ice department at a large dealership or
independent shop.		
ANSWER:	service manager	
53. A large parts distribution	on center is commonly known as a(n)	·
ANSWER:	warehouse distributor	
54. The	schedule lists the service and maintenance operat	tions that keep the vehicle working
efficiently and may include replacement of spark plugs	e oil and filter changes, coolant and lubrication services,	replacement of belts and hoses, and
ANSWER:	preventive maintenance	
ZINGWER.	PM	
55. A local auto parts store	that sells to shops and do-it-yourselfers is often called a	$\mathbf{a}(\mathbf{n})$.
ANSWER:	jobl	ber
56. The most commonly so	ought advanced ASE certification for automotive technic	cians is the L1 or Advanced
ANSWER:	Engine Performance	
57. What are the two warra	anties mandated by the federal government?	
	nissions Defect Warranty, Federal Emissions Performance	ce Warranty
58. What is the primary rea	ason technicians cannot repair a particular problem on to	oday's vehicles?
*	find the problem because they are lacking the proper train	•
59. Describe cooperative ed	ducation.	
ANSWER: It is a program	m in which the student spends some time in school and	some time on the job.
60. Name an example of a	franchise repair shop.	
ANSWER:	Goodyear	
	Firestone	
	Midas	
	AAMCO	
	tive industry considered a global industry?	
ANSWER: Worldwide (g	lobal) mergers, parts distribution systems, and vehicle a	ssembling. Manufacturers partner to

jointly build vehicles and components for domestic and foreign markets.

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		۵.
		C.

Chapter 01: Careers in the Automotive Industry

62. How does a service technician become certified?

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

63. What is ASE?

ANSWER: National Institute for Automotive Service Excellence certification

64. Identify five different types of businesses that hire service technicians.

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

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

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

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

67. What is a prorated warranty?

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

68. Where can all warranty information be found?

ANSWER: In the vehicle's owner's manual

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.