

Name

Class

Date

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Chapter 01: Careers in the Automotive Industry

1. Currently there is a great shortage of qualified automotive technicians.

- a. True
- b. False

ANSWER:

True

2. Electricity travels at the speed of sound.

- a. True
- b. False

ANSWER:

False

3. Electronic components have no moving parts.

- a. True
- b. False

ANSWER:

True

4. 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.

- a. True
- b. False

ANSWER:

True

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

- a. True
- b. False

ANSWER:

False

6. EPA refers to the Emission Protection Agency.

- a. True
- b. False

ANSWER:

False

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

- a. True
- b. False

ANSWER:

False

8. NAPA service centers are franchised repair shops.

- a. True
- b. False

ANSWER:

False

9. Repair estimates are required by law in most states.

- a. True
- b. False

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ANSWER: True

10. 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.

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

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

- a. True
- b. False

ANSWER: True

13. ASE certification is mandatory in most states.

- a. True
- b. False

ANSWER: False

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

- a. True
- b. False

ANSWER: True

15. 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"

ANSWER: b

16. 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

ANSWER: c

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

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

ANSWER: d

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

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

ANSWER:

b

19. To be successful, today's automotive technician must have _____.

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

ANSWER:

d

20. 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. one
- b. two
- c. three
- d. four

ANSWER:

b

21. A 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

ANSWER:

b

22. The BMW Step Program is an example of a(n) _____.

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

ANSWER:

c

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

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

ANSWER:

c

24. Ongoing technical training and support are available from _____.

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

ANSWER:

d

25. 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. B only

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50. Maintaining parts inventories 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 service department at a large dealership or independent shop.

ANSWER: service manager

53. A large parts distribution center is commonly known as a(n) _____.

ANSWER: warehouse distributor

54. 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.

ANSWER: preventive maintenance
PM

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

ANSWER: jobber

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

ANSWER: Engine Performance

57. What are the two warranties mandated by the federal government?

ANSWER: Federal Emissions Defect Warranty, Federal Emissions Performance Warranty

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

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

59. Describe cooperative education.

ANSWER: It is a program 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

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.

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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.