

Chapter 01: Introduction to the Automotive Industry

1. An entry-level technician is one who is certified and has experience with most of the systems on the vehicle.

- a. True
- b. False

ANSWER: False

2. Some states require auto technicians to be ASE certified to perform repairs.

- a. True
- b. False

ANSWER: True

3. Most post-secondary schools are two-year programs.

- a. True
- b. False

ANSWER: True

4. Most vehicles in the late 1800s and early 1900s were powered by gasoline.

- a. True
- b. False

ANSWER: False

5. Technical schools often have shorter completion times than a community college.

- a. True
- b. False

ANSWER: True

6. Typically, whose job is it to complete the service order?

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

ANSWER: d

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

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

ANSWER: b

8. Which ability must a current automotive technician have to be successful?

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

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ANSWER: d

9. Which type of technician must pass the eight ASE automotive certification tests A1 through A8?

- a. collision technician
- b. master automotive technician
- c. service technician
- d. parts technician

ANSWER: b

10. How many years are ASE student certification tests valid?

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

ANSWER: a

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

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

ANSWER: d

12. What describes the requirement for individuals to learn and acquire new skills as the automotive industry changes?

- a. aftermarket learning
- b. manufacturer training
- c. lifelong learning
- d. online learning

ANSWER: c

13. What technician typically repairs a vehicle after it has suffered some type of body or structural damage?

- a. Entry-level
- b. Collision
- c. Express
- d. Parts

ANSWER: b

14. The organization that was formed to certify technicians is:

- a. ASA
- b. ASE
- c. SAE
- d. EPA

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ANSWER:

b

15. Which of the following tasks is commonly performed by an express technician?

- a. Oil and filter change
- b. Major brake repair
- c. Transmission replacement
- d. Collision repair

ANSWER:

a

16. Which task is commonly expected of a line technician?

- a. warranty repair
- b. basic brake repair
- c. assist in training new employees
- d. all answers are correct

ANSWER:

d

17. Which of the following tasks is NOT commonly expected of an entry level technician?

- a. Oil and filter change
- b. Basic brake repair
- c. Replace transmission fluid
- d. Diagnose trouble codes

ANSWER:

d

18. Which skill is necessary for individuals working in Customer Service industries?

- a. Warranty
- b. Technical
- c. Interpersonal
- d. Mechanical

ANSWER:

c

19. Which privately owned and operated schools offer diploma and degree programs?

- a. Post-secondary schools
- b. ASE foundation schools
- c. Secondary schools
- d. Technical schools

ANSWER:

d

20. Current accessories such as power windows, power door locks, and rear window defoggers are standard equipment on today's vehicles due to?

- a. diesel power
- b. aerodynamics
- c. natural gas
- d. The electronic revolution

Name _____ Class _____ Date _____
: _____ : _____ e: _____

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ANSWER:

d