

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. Aftermarket warranties are typically offered on used vehicles and may require the owner to pay an amount of money called a(n)_____.

- a. deductible
- b. extended warranty
- c. limited warranty
- d. prorated amount

ANSWER: a

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

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- b. False

ANSWER: True

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

- a. True
b. False

ANSWER: True

11. By mandating cleaner diesel fuels, laws have influenced the design of diesel-engine-powered vehicles to get:

- a. annual or biannual inspections
b. wider use of diesel engine vehicles
c. clean-burning and highly efficient diesel engines
d. safer automobiles

ANSWER: c

12. Specialty technicians work on only one vehicle system (e.g., 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. 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

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ANSWER: d

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 the answers are correct.

ANSWER: d

20. To earn ASE certification, a technician must get full-time, hands-on work experience as an automotive technician for at least _____ years.

- 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. Working for a new car dealer has the advantage of:

- a. technical support
- b. specialized equipment
- c. ongoing training
- d. All the 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?

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

ANSWER: b

26. An expert technician is one who guides, encourages, and counsels automotive students, explains things that may not be clear to them, and stays in contact with them during their training and entry into the workforce. This person is called a _____.

- a. mentor
- b. counselor
- c. patron
- d. benefactor

ANSWER: a

27. ASE tests 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. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: d

28. 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. B only
- c. both A and B
- d. neither A nor B

ANSWER: d

29. *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. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: b

30. *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. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER: c

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

ANSWER: c

32. ASE certification is being discussed. *Technician A* says there are eight basic automobile technician certification areas.

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Technician B says you must pass all eight to become an ASE Master Technician. Who is correct?

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

ANSWER:

c

33. *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. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER:

a

34. *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. A only
- b. B only
- c. both A and B
- d. neither A nor B

ANSWER:

c

35. Electronic components _____.

- a. have no moving parts
- b. are durable
- c. do not require periodic adjustment
- d. All the answers are correct.

ANSWER:

d

36. The typical new car warranty covers repairs and replacement parts for _____.

- a. 1 year/15,000 miles
- b. 2 years/24,000 miles
- c. 3 years/36,000 miles
- d. 5 years/50,000 miles

ANSWER:

c

37. The Federal Emissions Performance Warranty covers the catalytic converter for _____.

- a. 2 years/24,000 miles
- b. 5 years/50,000 miles
- c. 8 years/80,000 miles
- d. 10 years/100,000 miles

ANSWER:

c

38. In a large dealership, the service director oversees the operation of _____.

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

ANSWER:

d

39. To remain certified, ASE certified technicians must be retested every _____ years.

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

ANSWER:

c

40. 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

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training. Who is correct?

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

ANSWER: b

41. 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 the answers are correct.

ANSWER: d

42. 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. aftermarket
- b. OEM (original equipment manufacturer)
- c. secondary replacement
- d. manufacturer's specification

ANSWER: b

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

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

ANSWER: c

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

ANSWER: c

45. The employee who helps technicians with more difficult tasks and serves as the quality-control expert is called the _____.

ANSWER: shop foreperson
shop lead

46. Writing accurate repair estimates is a responsibility of the _____.

ANSWER: service advisor
service writer
consultant

47. Many independent shops are started by:

- a. shop forepersons
- b. service advisors
- c. vehicle manufacturers
- d. technicians eager to be their own boss

ANSWER: d

Name	Class	Date
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48. To generate repair orders and estimates and to schedule the shop's workload, most shops today use _____.
ANSWER: computers

49. New technicians often begin their career in a new car dealership by performing _____:

- a. cost estimation
- b. diagnostics
- c. PDI
- d. All the answers are correct.

ANSWER: c

50. Maintaining parts inventories is the responsibility of the _____.

ANSWER: parts specialist
parts counter person

51. Typically car batteries are sold with a(n) _____ warranty.
ANSWER: prorated

52. The person responsible for the operation of the entire service department at a large dealership or an independent shop is the _____.

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; it may include oil and filter changes, coolant and lubrication services, and replacement of belts, hoses, and 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, which is the Advanced 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 repair the problem because they cannot find the cause of the problem .

59. Describe cooperative education.

ANSWER: Cooperative education 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

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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 from around the world partner to build vehicles and make components for domestic and foreign markets. Also, carmakers from other countries compete companies in the United States for domestic and foreign sales.

62. How does a service technician become certified?

ANSWER: Enroll, pass ASE test(s), and have two years of experience. You may receive credit toward the 2-year experience requirement by completing formal training.

63. What is ASE?

ANSWER: An abbreviation for the 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 of a car's 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.

70. The ASE xEV High-Voltage Electrical Safety certification is for:

- a. light-duty vehicles
- b. medium-duty vehicles
- c. heavy-duty vehicles
- d. All the answers are correct.

ANSWER: d

71. How can you take a test for any ASE certification?

- a. by working full time for two years in the industry
- b. by being enrolled in an apprenticeship program
- c. by purchasing test vouchers and logging into a secured testing site
- d. by working at a jobber

Name _____ Class _____ Date _____
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ANSWER:

c