

Chapter 01 - Classroom Manual - Introduction to The Automotive Industry

True / False

1. Employees are responsible for ensuring the company makes a profit on its investment.

- a. True
- b. False

ANSWER: True

2. Local automotive repair shops are an asset to an area.

- a. True
- b. False

ANSWER: True

3. Individual technicians play an important role in local communities and the industry itself.

- a. True
- b. False

ANSWER: True

4. A dealership is always owned by the manufacturer.

- a. True
- b. False

ANSWER: False

5. Franchises are independently owned, but managed by the franchiser.

- a. True
- b. False

ANSWER: False

6. Megadealerships are corporate-owned stores that have many manufacturer lines and many locations.

- a. True
- b. False

ANSWER: True

7. Technicians have both technical responsibilities and legal responsibilities.

- a. True
- b. False

ANSWER: True

8. Very few automobile owners realize the computing power of their vehicle's computers.

- a. True

b. False

ANSWER: True

9. Once obtained, ASE certifications never need to be renewed.

a. True

b. False

ANSWER: False

10. The ASE Education Foundation certifies automotive training programs.

a. True

b. False

ANSWER: True

Multiple Choice

Two technicians are discussing dealership operations. Technician A says that the automotive industry is one of the largest employers in an area. Technician B says that the automotive industry does nothing to support local economies. Who is correct?

11. Two technicians are discussing dealership operations. Technician A says that the automotive industry...

a. A only

b. B only

c. Both A and B

d. Neither A nor B

ANSWER: a

12. What is an advantage of an independent repair facility?

a. Sales and service departments can work together.

b. They are managed by a franchise.

c. They often specialize in one type of repair.

d. Vehicle owners often have a good relationship with the technician.

ANSWER: d

Two technicians are discussing dealership operations. Technician A says that dealerships are normally independent or corporate businesses. Technician B says that a general manager typically operates the dealership. Who is correct?

13. Two technicians are discussing dealership operations. Technician A says that dealerships are normall...

a. A only

b. B only

c. Both A and B

d. Neither A nor B

ANSWER: c

14. What is true of independent repair facilities?

- a. Independent facilities typically concentrate on sales.
- b. Independent facilities usually stock their own parts.
- c. Independent facilities use classes offered by local vendors or technical schools.
- d. Independent facilities will only work on one brand of vehicles.

ANSWER: c

15. What is true of megadealerships?

- a. Megadealerships are local operations
- b. Roger Penske owns AutoNation.
- c. Many megadealerships are not publicly traded
- d. Megadealerships operate locally just like locally owned dealerships.

ANSWER: d

Two technicians are discussing customer service. Technician A says that every department at a dealership must work together with the other departments to retain customers. Technician B says that only the service manager is responsible for customer retention. Who is correct?

16. Two technicians are discussing customer service. Technician A says that every department at a dealer...

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

ANSWER: a

17. What is true of service departments?

- a. The service manager reports to the parts manager.
- b. The general manager reports to the sales manager.
- c. The sales manager reports to the owner.
- d. The service manager reports to the general manager.

ANSWER: d

Two technicians are discussing technician certification. Technician A says that training is usually only about technical matters. Technician B says that technicians also need legal and ethical training to correctly perform their job. Who is correct?

18. Two technicians are discussing technician certification. Technician A says that training is usually ...

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

ANSWER: b

19. Who is legally responsible for the actions of the technicians and employees?

- a. The technicians.
- b. The lawyers.
- c. The business owner
- d. The customer.

ANSWER: c

Two technicians are discussing business ethics. Technician A says that all areas of the automotive industry are held in high esteem. Technician B says that most people trust service departments. Who is correct?

20. Two technicians are discussing business ethics. Technician A says that all areas of the automotive i...

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

ANSWER: d

21. ASE certified technicians have at least how much experience?

- a. Zero years
- b. 2 years
- c. 4 years
- d. 5 years

ANSWER: b

Two technicians are discussing ASE testing. Technician A says that ASE-certified technicians must be recertified every ten years. Technician B says that service departments can use the ASE symbol in advertising if it has automotive technicians that are ASE certified, and it adheres to the ASE standards of excellence.

22. Two technicians are discussing ASE testing. Technician A says that ASE-certified technicians must be...

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

ANSWER: b

23. What is true of the ASE Education Foundation?

- a. ASE Education Foundation certified automotive training programs.
- b. ASE Education Foundation provides certification for technicians.
- c. ASE Education Foundation certification is valid for two years.

d. The ASE Education Foundation is a for-profit enterprise.

ANSWER: a

Two technicians are discussing AYES. Technician A says that AYES is directed toward high school students. Technician B says that anyone can enter AYES. Who is correct?

24. Two technicians are discussing AYES. Technician A says that AYES is directed toward high school stud...

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

ANSWER: a

25. What is true of manufacturer and vendor training?

- a. Manufacturer training is only conducted at post-secondary schools.
- b. Training conducted by local parts vendors is open to all technicians.
- c. All classes are free of charge to participants.
- d. SEMA offers financial aid to all technicians.

ANSWER: b

Subjective Short Answer

26. What does "ASE" stand for?

ANSWER: ASE stands for Automotive Service Excellence.

27. Who does the ASE Education Foundation certify?

ANSWER: ASE Education Foundation certifies automotive training programs.

28. What is the name of the ASE automotive education program for high school students?

ANSWER: The ASE automotive education program for high school students is the AYES (Automotive Youth Educational System).

29. What group provides training for automotive engine rebuilders?

ANSWER: The AERA (Automotive Engine Rebuilders Association) provides training for automotive engine rebuilders.

30. Which group of technicians is eligible for MACS testing and certification?

ANSWER: Mobile Air Conditioning Society (MACS) offers testing for any technician.

31. What is SEMA?

ANSWER: SEMA is the Specialty Equipment Market Association.

32. What person is charged with overseeing the overall operation of a dealership?

ANSWER: The general manager is charged with overseeing the overall operation of a dealership.

33. How many years of experience does a technician need to receive ASE certification?

ANSWER: A technician must have two years experience to receive ASE certification.

34. How long is an education program certified by the ASE Automotive Foundation?

ANSWER: An education program is certified by the ASE Automotive Foundation for five years.

35. How many ASE automotive tests does a technician need to pass to become a Master Technician?

ANSWER: A technician must pass all eight ASE automotive tests to become a Master Technician.

Essay

36. Describe a technician's legal responsibilities.

ANSWER: Technicians must make sure they follow all guidelines when repairing a vehicle. Poor repair work can cause serious injury and even death for a customer. Technicians also work with many chemicals that can damage the environment if misused.

37. Why should a technician be concerned with ethical behavior?

ANSWER: Technicians and service departments in general are distrusted by customers. Acting in an ethical manner will help to build customer trust and confidence.

38. What is the requirement for a technician to wear an ASE badge?

ANSWER: A technician must have passed a written test and have two years of related automotive experience before ASE will provide certification.

39. Describe the requirements for a school to be ASE Automotive Foundation certified.

ANSWER: A school must have all necessary tools, ASE-certified instructors, and follow ASE Education Foundation training standards.

40. What is AYES?

ANSWER: AYES stands for Automotive Youth Educational Systems. It is an education program directed towards high school students and supported by vehicle manufacturers.