Automotive Technology (Canadian) 4th edition Erjavec Test Bank

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Name:_____ Class:_____ Date:_____

Chapter 1 - Careers in the Automotive Industry

1.
Which statement *best* explains why electronics are used so widely in today's vehicles?

a. Electronics lead to the sale of more replacement parts.
b. Electronics offer greater performance.
c. Electronics eliminate the need for mechanical parts.
d. Electronics make problems more difficult to diagnose.

ANSWER: b

2.
Which of the following services would be an example of preventative maintenance?

a. Spark plug replacement b. Engine overhaul
c. Transmission replacement d. Upgraded wheel and tire package

ANSWER: a

3.
Which of the following would most likely be covered by a prorated warranty?

a. Steering and suspension b. Batteries
c. Exhaust system d. Engine and drive train

ANSWER: b

4.
Who usually performs repair work on vehicles still under the manufacturer's warranty?

a. Dealerships b. Specialty shops
c. Independent service shops d. NAPA repair facilities

ANSWER: a

5.
Which of the following is a good source for up-to-date technical instruction?

a. CAA
b. Training groups and associations connected with the automotive industry
c. Independent repair shops
d. Fleet service facilities

ANSWER: b

6.
What is the normal duration of a lease agreement?

a. Four to six months b. Six months to one year
c. Two to five years d. Five to seven years

ANSWER: c

7.
What is a benefit that may be expected from working in an independent repair shop?

a. Only being required to learn basic systems
b. Developing into a well-rounded technician
c. Having access to new-vehicle training from manufacturers

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d. Working with the latest service literature

ANSWER: b

8.
Which of the following performs work on only one or two automotive systems?

a. Dealerships b. Specialty shops

c. Fleet service departments d. Independent service shops

ANSWER: b

9.
Who normally prepares a repair cost estimate for a customer?

a. Service advisor b. Service manager

c. Parts manager d. Shop foreman

ANSWER: a

10.
According to your textbook, which attribute is necessary to an automotive technician's success?

a. The ability to upsell on repairs b. An understanding of business processes

c. An understanding of electronics d. The ability to upsell on parts

ANSWER: c

11.
According to your textbook, which skill is necessary to be successful as a parts counterperson?

a. Diagnostic skills

b. Aggressive sales skills

c. Knowledge of automotive terminology and systems

d. Coordinating various dealership departments

ANSWER: c

12.
Which term describes wholesale auto parts stores that sell aftermarket parts and supplies to service shops and the general public?

a. Jobbers b. Mass merchandisers

c. Warehouse distributors d. Freelancers

ANSWER: a

13.
How much class time is required by most Canadian automotive service apprenticeship programs?

a. Two weekends per month b. One week per month

c. Six to 10 weeks per year d. Two years in school and two on the job

ANSWER: c

14.
What is the name of Canada's automotive apprenticeship program?

a. Red Seal b. MAP

c. ASSET d. ASEP

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ANSWER: a

15.
What is the name of the Ford-sponsored apprenticeship program?

a. ASEP b. C-Tech
c. F-Tech d. ASSET

ANSWER: d

16.
What advantage does a Red Seal endorsement provide?

a. The ability to work in most provinces and territories without further testing
b. The ability to work in many other countries
c. The ability to work with refrigerants
d. The ability to work on vehicle electronics

ANSWER: a

17.
Who determines the curriculum for in-school training of Canadian apprentices?

a. The apprentice's employer
b. A provincial or territorial government agency
c. A local advisory committee
d. A federal government agency

ANSWER: b

18.
How many years of hands-on experience must a technician have to get ASE certification?

a. 1 b. 2
c. 3 d. 4

ANSWER: b

19.
What title is attained by a technician who passes all eight basic ASE automotive certification tests?

a. Parts manager b. Service manager
c. Master automotive technician d. Automotive technician

ANSWER: c

20.
Qualified technicians are in short supply.

a. True
b. False

ANSWER: True

21.
Electricity moves at the speed of sound.

a. True

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b. False

ANSWER: False

22.
Electronic components have no moving parts.

a. True

b. False

ANSWER: True

23.
Legislation has played an important role in the design of cleaner and more efficient diesel engines.

a. True

b. False

ANSWER: True

24.
The average age of a car on the road today is about seven years.

a. True

b. False

ANSWER: True

25.
Additional vehicle warranties sometimes include a deductible charge that the customer must pay.

a. True

b. False

ANSWER: True

26.
The Federal Emissions Performance Warranty requires that the dealer only pays half of any repair charge.

a. True

b. False

ANSWER: False

27.
The Red Seal program is for provincial certification only.

a. True

b. False

ANSWER: False

28.
A warranty covers the cost of all repairs, even if the vehicle owner has not followed the recommended vehicle maintenance schedule.

a. True

b. False

ANSWER: False

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29.
NAPA service centres are franchised repair shops.
a. True
b. False
ANSWER: False

30.
The _____ helps technicians with more difficult tasks and serves as the quality-control expert.
ANSWER: shop foreman

31.
Writing accurate repair estimates is a responsibility of the _____.
ANSWER: service adviser / service writer

32.
_____ are appreciated by customers, and are required by law in most provinces.
ANSWER: Accurate estimates

33.
Most shops use _____ to generate repair orders.
ANSWER: computers

34.
Today's technicians must have good _____ skills.
ANSWER: diagnostic

35.
Typically, batteries are sold with a(n) _____ warranty.
ANSWER: prorated

36.
To keep up with changing times, a professional technician should commit themselves to _____.
ANSWER: continuous learning / lifelong learning

37.
The _____ is responsible for the operation of the entire service department at a large dealership or independent shop.
ANSWER: service manager

38.
A large parts distribution centre is commonly known as a(n) _____.
ANSWER: warehouse distributor

39.
What two warranties are mandated by the government?
ANSWER: Federal Emissions Defect Warranty and Federal Emissions Performance Warranty

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40.
What is the primary reason that technicians are unable to repair a particular problem on today's vehicles?
ANSWER: They cannot find the problem because they are lacking the proper training and equipment.

41.
What is cooperative education?
ANSWER: It is a program in which the student spends some time in school and some time on the job.

42.
Name the two power sources that work together to move a hybrid vehicle.
ANSWER: Electric motor and gasoline engine

43.
Why is today's automotive industry considered a global industry?
ANSWER: Worldwide (global) mergers, parts distribution systems, and vehicle assembling

44.
How does a service technician obtain a Red Seal certification?
ANSWER: Register as an apprentice, successfully complete all in school requirements, complete assigned duties and documentation for the province or territory, and obtain a minimum grade of 70% on a Certificate of Qualification exam

45.
What are the eight areas of certification needed to become an ASE Master Automotive Technician?
ANSWER: Engine repair, Automatic transmission/transaxle, Manual transmissions and drive axles, Suspension and steering, Brakes, Electrical systems, Heating and air conditioning, and Engine performance (drivability)

46.
What are five different types of businesses that hire service technicians?
ANSWER: Dealerships, independent shops, specialty shops, in-store shops/store-associated shops, and fleet service

47.
Why are electronics so heavily used on today's vehicles?
ANSWER: They are dependable, lightweight, fast, and have no moving parts.

48.
What is the primary purpose of a job shadowing program?
ANSWER: It introduces a person to a real world situation.

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