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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 1. Since 1981, the VIN has been made up of \_\_\_\_ characters.   |  |  |  | | --- | --- | --- | |  | a. | 11 | |  | b. | 13 | |  | c. | 15 | |  | d. | 17 | |

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| 2. VIN stands for \_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | Vehicle information number | |  | b. | Vehicle ignition number | |  | c. | Vehicle identification number | |  | d. | None of the above | |

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| 3. Technician A says vehicle information numbers (VINs) are unique identifiers for each vehicle produced. Technician B says VINs are made up of 19 characters and are usually located on the engine. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 4. In a North American VIN, the \_\_\_\_\_\_\_ character is the country of origin.   |  |  |  | | --- | --- | --- | |  | a. | First | |  | b. | Second | |  | c. | Third | |  | d. | Fourth | |

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| 5. The \_\_\_\_\_\_ character tells you the assembly plant or factory where the vehicle was put together.   |  |  |  | | --- | --- | --- | |  | a. | 10th | |  | b. | 11th | |  | c. | 12th | |  | d. | 13th | |

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| 6. Where might you find a VIN?   |  |  |  | | --- | --- | --- | |  | a. | Engine | |  | b. | Left front corner of the windshield | |  | c. | Trunk | |  | d. | All of the above | |

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| 7. Automotive service manuals come in two types: \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | After-market; shop | |  | b. | Shop; factory | |  | c. | Factory; after-market | |  | d. | Paper; electronic | |

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| 8. Manufacturers offer information online through \_\_\_\_\_\_ subscriptions.   |  |  |  | | --- | --- | --- | |  | a. | Daily | |  | b. | Monthly | |  | c. | Yearly | |  | d. | All of the above | |

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| 9. Shop manuals are organized according to \_\_\_\_\_\_\_\_ and have indexes for quick referencing.   |  |  |  | | --- | --- | --- | |  | a. | VINs | |  | b. | Engine parts | |  | c. | Vehicle systems | |  | d. | None of the above | |

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| 10. Technician A says that to use a service information program, you may be required to log in to the computer and the service information program. Technician B says make sure you have the username and login available before you start. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 11. Technician A says computer databases are used to input and retrieve customer information for billing, warranty work, and other information. Technician B says that dealerships have access to manufacturer databases for the purpose of accessing warranty information. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 12. Technician A says that computer databases provide information on procedures, parts, and service problems. Technician B says usernames and passwords may be required to log into the computer and the service information program. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| *Indicate whether the statement is true or false.* |

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| 13. The final six numbers make up the sequential number of the vehicle as it comes off the assembly line.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 14. The VIN contains all of the following information, EXCEPT:   |  |  |  | | --- | --- | --- | |  | a. | tire size. | |  | b. | engine type. | |  | c. | seat restraints. | |  | d. | assembly plant. | |

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| 15. The information found in shop manuals provides a systematic procedure and identifies \_\_\_\_\_\_\_\_, safety precautions, and specifications relevant to the task.   |  |  |  | | --- | --- | --- | |  | a. | SDS | |  | b. | Computer databases | |  | c. | VINs | |  | d. | Special tools | |

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| 16. At the time of vehicle \_\_\_\_\_\_\_\_, manufacturers prepare service and technical information and attempt to anticipate the information the technicians need to perform service and repairs.   |  |  |  | | --- | --- | --- | |  | a. | Service | |  | b. | Invoicing | |  | c. | Repair | |  | d. | Production | |

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| 17. Technician A says manufacturers provide technical service bulletins (TSBs) as updates to shop manuals when new problems or maintenance concerns arise for certain vehicle makes or models. Technician B says a TSB can be issued for an updated part or a change in the service procedure on a certain make of vehicle. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 18. Technician A says manufacturers provide technical service bulletins (TSBs) to technicians on unexpected problems, updated parts, or changes to repair procedures for certain vehicle makes or models. Technician B says that if a safety issue is discovered on a certain make of vehicle, the manufacturer may issue a service campaign or recall. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 19. All of the following are TSB guidelines EXCEPT:   |  |  |  | | --- | --- | --- | |  | a. | Technicians must be able to locate where the TSBs are kept in your shop or look them up in the electronic service information system. | |  | b. | Prior to performing repairs, technicians must look through the TSBs and get to know the type of information contained in them. | |  | c. | After working on a vehicle, it is good practice to check whether a TSB has been issued for that vehicle and type of fault or repair. | |  | d. | Perform repairs to the vehicle following the TSB where appropriate while also referring to the shop manual. | |

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| 20. Usually, all costs associated with the recall are paid for by the:   |  |  |  | | --- | --- | --- | |  | a. | owner. | |  | b. | seller. | |  | c. | manufacturer. | |  | d. | dealer. | |

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| 21. Technician A says that service information programs are extremely helpful, as the technician can use a laptop at the vehicle for quick access to repair procedures. Technician B says that a fault from the factory within the airbag system would likely trigger a recall. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 22. A critical change in the procedure that bleeds air from the cooling system is needed to resolve overheating concerns. Technician A states that in this situation, the manufacturer would issue a service bulletin explaining the problem. Technician B states that this can be done by the shop itself. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 23. A technical service bulletin may provide information on all of the following *except*:   |  |  |  | | --- | --- | --- | |  | a. | unexpected problems. | |  | b. | updated parts. | |  | c. | changes to repair procedures. | |  | d. | the scheduled maintenance chart. | |

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| 24. Which of the following is an example of a mandatory recall?   |  |  |  | | --- | --- | --- | |  | a. | A vehicle’s radio malfunctioning | |  | b. | A vehicle’s airbag not deploying | |  | c. | A vehicle’s dashboard prematurely fading | |  | d. | None of the answers listed | |

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| 25. There is a fault within the airbag system of a vehicle that results in the airbag not deploying or deploying when it should not. In this case, the manufacturer would need to do all of the following EXCEPT:   |  |  |  | | --- | --- | --- | |  | a. | identify the problem. | |  | b. | identify the cause. | |  | c. | note the vehicles that are affected. | |  | d. | calculate the cost and decide on a recall. | |

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| 26. To identify the correct part, the technician will need to know \_\_\_\_\_\_\_.   |  |  |  | | --- | --- | --- | |  | a. | Where on the vehicle the part is installed | |  | b. | What system or subsystem it comes from | |  | c. | Vehicle identification information | |  | d. | All of the above | |

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| 27. Technician A says that aftermarket transmission manuals can save a technician valuable time when servicing a transmission. Technician B says that it is recommended a technician start a binder for each transmission model to collect valuable service information, service bulletins, and articles. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both technicians | |  | d. | Neither technician | |

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| 28. Which of the following are available to supplement the manufacturer’s service information to repair automatic transmission repairs?   |  |  |  | | --- | --- | --- | |  | a. | Technician’s personal library of binders | |  | b. | ATSG repair manuals | |  | c. | ATRA online database | |  | d. | All of the above | |

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| 29. Which of the following publish manuals on the repair of automatic transmissions?   |  |  |  | | --- | --- | --- | |  | a. | ATRA | |  | b. | ATSG | |  | c. | ASE | |  | d. | Both A and B | |

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| 30. Manuals from the Automatic Transmission Service Group are written for a specific transmission.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 31. Technician A says that ATSG manuals cover the operation, diagnosis, and repair of a specific transmission. Technician B says that these manuals also include a “known problem” section with procedures to correct those problems. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both technicians | |  | d. | Neither technician | |

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| 32. An ATSG manual is available in print or download.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 33. Technician A says that the ATSG provides online and in-person training. Technician B says that ATRA provides inline and in-person training. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both technicians | |  | d. | Neither technician | |

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| 34. ATGS manuals can help a technician identify all of the thrust bearings and valve springs by providing scaled down images.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False | |

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| 35. An online database such as ATRA can include which of the following information?   |  |  |  | | --- | --- | --- | |  | a. | Known problems and repairs | |  | b. | Service bulletins | |  | c. | Transmission tips and tricks | |  | d. | All of the above | |

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| 36. Which of the following is needed to look up the correct repair parts for a vehicle?   |  |  |  | | --- | --- | --- | |  | a. | Vehicle year, make, and model | |  | b. | Engine size and code | |  | c. | VIN | |  | d. | All of the choices listed | |

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| 37. Technician A says that an experienced technician can complete a repair task more quickly than the labor guide specifies. Technician B says that the labor time guide indicates the time taken by an average technician to complete a task. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both technicians A and B | |  | d. | Neither technician A nor B | |

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| 38. The length of time for service or repair work is usually listed in tenths of an hour; 0.6 tenths of an hour would be how many minutes?   |  |  |  | | --- | --- | --- | |  | a. | 6 minutes | |  | b. | 36 minutes | |  | c. | 18 minutes | |  | d. | 42 minutes | |

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| 39. Technician A states that flat rate servicing costs are usually derived from a labor guide. Technician B states that labor guides list how much time will be involved in performing a standard repair. Who is correct?   |  |  |  | | --- | --- | --- | |  | a. | Technician A | |  | b. | Technician B | |  | c. | Both A and B | |  | d. | Neither A nor B | |

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| 40. \_\_\_\_\_\_\_ is extra time needed to deal with situations that occur on a relatively common basis, such as vehicle-installed options that are not common to all vehicles, like wheel locks.   |  |  |  | | --- | --- | --- | |  | a. | Warranty time | |  | b. | Total time | |  | c. | Additional time | |  | d. | Combination time | |

**Answer Key**

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| 2. c |

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| 3. a |

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| 9. c |

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| 10. c |

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| 11. c |

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| 12. c |

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| 13. True |

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| 39. c |

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