

Chapter 02: Automotive Careers and Technician Certification

1. The link between the technician and the customer is the service writer/service advisor.

- a. True
- b. False

ANSWER: True

POINTS: 1

2. In many states, consumer protection laws state that the customer must give consent for additional repairs before the additional work can be completed.

- a. True
- b. False

ANSWER: True

POINTS: 1

3. A ferrule is a group of several vehicles owned by a company, utility, or municipality (government).

- a. True
- b. False

ANSWER: False

POINTS: 1

4. Certification is a mandatory process.

- a. True
- b. False

ANSWER: False

POINTS: 1

5. The goal of job shadowing is to expose the student to the actual “real life” experience of being a professional in the automotive world.

- a. True
- b. False

ANSWER: True

POINTS: 1

6. All of the following statements are true EXCEPT:

- a. the service manager supervises the service writers.
- b. the service manager is responsible for the management of warranty communications between the manufacturer, dealer, and consumer.
- c. the service dispatcher is responsible for customer complaints and communication.
- d. the service manager supervises the technicians.

ANSWER: c

POINTS: 1

7. The person MOST-Likely responsible for keeping track of how work is progressing is the:

- a. service dispatcher b. technician
- c. service writer d. service manager

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ANSWER: a

POINTS: 1

8. Which of the following is LEAST-Likely to be an area that technician would specialize in?

- a. Engine repair
- b. Heating and Air Conditioning
- c. Suspension and Steering
- d. Auto Body Repair

ANSWER: d

POINTS: 1

9. A ____ is a journey-level professional who is certified in all eight of the ASE areas of specialization.

- a. service writer
- b. shop foreman
- c. parts specialist
- d. master automobile technician

ANSWER: d

POINTS: 1

10. The Automobile Service Consultant (C1) test MOST-Likely includes questions on:

- a. shop operations
- b. ignition system diagnosis
- c. emission control system diagnosis
- d. general powertrain diagnosis

ANSWER: a

POINTS: 1

11. Which of the following areas would a parts specialists LEAST-Likely become ASE certified in?

- a. Automobile Parts Specialist
- b. Assembly specialist
- c. Heavy-truck specialties
- d. Medium-truck specialties

ANSWER: b

POINTS: 1

12. While having a discussion, Technician A says that some state governments use the ASE advanced engine performance specialist certification as a prerequisite to licensing their emission technicians. Technician B says that some states have their own testing programs. Who is correct?

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

ANSWER: c

POINTS: 1

13. All of the following statements are true EXCEPT:

- a. muffler shops have large tubing benders for making new exhaust pipes from straight lengths of pipe.
- b. muffler hangers are installed to keep the parts from vibrating and becoming damaged.
- c. some muffler shops also do other things like quick lubes, tires, and brake and suspension work.
- d. a tire shop will have one or more tire and wheel specialists who fix accident damage.

ANSWER: d

POINTS: 1

14. A(n) ____ fabricates new pipes and installs them.

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- a. service writer
- b. exhaust system specialist
- c. parts specialist
- d. master automobile technician

ANSWER: b

POINTS: 1

15. While having a discussion, Technician A says that an auto parts specialist needs to have a basic knowledge of the operation of the vehicle. Technician B says that a parts person needs to have good customer relations and telephone skills. Who is correct?

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

ANSWER: c

POINTS: 1

16. The _____ is responsible for the operation of the service department.

ANSWER: service manager

POINTS: 1

17. A(n) _____ performs maintenance and safety services on the automobile.

ANSWER: lubrication specialist

POINTS: 1

18. The _____ is the person who organizes the repair orders and dispatches them to the technicians in the service bays.

ANSWER: service dispatcher

POINTS: 1

19. When state governments require a certain testing or skill level before allowing specialized work to be performed, this is called _____.

ANSWER: licensing

POINTS: 1

20. _____ shops specialize in repairs and replacement of the vehicle's exhaust system.

ANSWER: Muffler

POINTS: 1

21. What are the responsibilities of the service manager?

ANSWER: The service manager supervises the service writers, dispatcher, and technicians. He or she is also responsible for the management of warranty communications between the manufacturer, dealer, and consumer. Customer complaints and communication are important aspects of the job.

POINTS: 1

22. What are the responsibilities of the shop foreman?

ANSWER: Some large shops have a shop foreman who keeps repair work on track. He or she must be able to diagnose or troubleshoot difficult problems and must keep up on the latest repair procedures.

POINTS: 1

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23. What are the advantages of certification?

ANSWER: Many employers now ask for ASE certification when they advertise a job opening. Although some employees continue to resist certification, it does provide a technician with a means of showing a prospective employer that the technician has work experience and has developed sufficient knowledge about automobiles to pass a test in an auto motive specialty area. Certification also demonstrates that a technician can read—something all the best technicians of the future must be able to do.

POINTS: 1

24. What areas/categories are covered in the *advanced engine performance specialist (L1)* test?

ANSWER: This test covers several areas: general powertrain diagnosis, computerized engine controls diagnosis, ignition system diagnosis, fuel and air induction system diagnosis, emission control system diagnosis, and emission inspection and maintenance (IM) failure diagnosis.

POINTS: 1

25. The ASE Automotive Maintenance and Light Repair certification test is called G1. What areas do the questions cover?

ANSWER: There are 55 questions on the test dealing with engine systems, automatic transmission/transaxle, manual drive train and axles, suspension and steering, brakes, electrical, and heating and air conditioning. This is the earliest certification that can be earned, with as little as one year of on-the-job work experience or completion of an automotive training program.

POINTS: 1