

PRACTICE EXAM 16: ASE L4 SIMULATION (50 QUESTIONS)

1. A customer brings in a vehicle and says "I just want a quick diagnostic — don't do all that paperwork stuff." The correct professional response is:

- A. Skipping the pre-repair scan and proceeding directly to hands-on diagnosis
- B. Refusing to work on the vehicle until the customer agrees to all paperwork
- C. Explaining that pre-repair scan documentation is standard professional practice
- D. Charging the customer extra for the "paperwork" so they understand its value

2. A customer states "My neighbor told me ADAS calibration is unnecessary — is he right?" The correct professional response is:

- A. Agreeing to skip calibration since the neighbor has given informed advice
- B. Declining to discuss calibration since the customer has already made a decision
- C. Refusing to work on the vehicle until the customer consults a different source
- D. Explaining that OEM position statements require calibration for specific triggers

3. A customer insists on using non-OEM parts for an ADAS-related repair to save money. The correct professional response is:

- A. Refusing to perform the repair under any circumstances involving non-OEM parts
- B. Discussing OEM guidance on acceptable parts and documenting the customer's decision
- C. Installing the non-OEM parts without any further discussion about implications
- D. Charging the customer a premium for installation of non-OEM parts specifically

4. A customer says "I've been ignoring that ADAS warning light for six months — I don't want to spend money fixing it." The correct response is:

- A. Explaining the potential safety implications and offering to investigate the cause
- B. Refusing to allow the customer to leave with the ADAS warning light on
- C. Charging the customer a late-fee for having ignored the warning for six months
- D. Clearing the warning light without investigation to resolve the customer complaint

5. A customer asks "Why does ADAS calibration cost so much — it's just using a computer?" The correct response explains:

- A. Calibration is actually a minor expense that shouldn't affect any budget much
- B. Calibration requires equipment, time, expertise, and specific facility conditions
- C. ADAS calibration costs only as much as the OEM demands for the work
- D. The customer should seek calibration service from a different shop if cost is an issue

6. A customer insists that their aftermarket bumper cover is "just as good as OEM" for their ADAS-equipped vehicle. The correct response is:

- A. Agreeing with the customer since they have more direct experience with their vehicle
- B. Refusing to perform any service until the aftermarket cover is replaced with OEM
- C. Ignoring the aftermarket cover since the customer's decision has been made
- D. Discussing potential impact on radar transparency and documenting the conversation

7. A customer says "Just clear the codes and I'll deal with the warning light myself later." The correct response is:

- A. Clearing the codes and allowing the customer to leave as requested immediately

- B. Explaining that clearing codes without investigating the cause is not professional practice
- C. Refusing to clear codes under any circumstances regardless of customer request
- D. Charging the customer for a premium code-clearing service for the request

8. During customer handoff, explaining that ADAS features "assist the driver but do not replace the driver" serves primarily to:

- A. Encourage the customer to consider replacing the ADAS system with newer technology
- B. Reduce the shop's workload by discouraging customers from using ADAS features
- C. Set correct expectations and protect both the customer and shop from misunderstanding
- D. Increase the likelihood of customer complaints by raising unnecessary safety concerns

9. A customer arrives complaining that their ADAS feature "doesn't work like the TV commercial shows." The correct response includes:

- A. Discussing the feature's designed capabilities, limitations, and proper use conditions
- B. Agreeing the customer should return the vehicle to the dealer for a full refund
- C. Refusing to address the complaint since commercials are not technical specifications
- D. Clearing all codes and delivering the vehicle without further discussion of features

10. A customer asks "Can I skip the calibration on my windshield replacement to save money?" The correct response is:

- A. Agreeing that calibration can be skipped if the customer accepts the consequences
- B. Charging the customer less for the windshield replacement without any calibration
- C. Explaining calibration is required per OEM guidance and documenting any decline
- D. Refusing any work and sending the customer to a dealer for the full service

11. A customer insists they are picking up their vehicle immediately, before required post-repair calibration can be completed. The correct response is:

- A. Releasing the vehicle to the customer since their wishes should be respected absolutely
- B. Holding the vehicle against the customer's wishes until calibration is completed
- C. Charging the customer a premium for picking up the vehicle early at their request
- D. Explaining why calibration is required, documenting the customer's decision, getting signature

12. A customer says "My friend is a mechanic and he said I can install the part myself." The correct response is:

- A. Agreeing to train the customer on the installation procedure during the service visit
- B. Respecting the customer's choice while noting OEM guidance on ADAS-related parts
- C. Refusing to allow the customer to leave the shop until he changes his mind
- D. Charging the customer a consultation fee for the advice they are considering

13. A customer asks "How long will the calibration take?" The correct response considers:

- A. Giving a specific minute-by-minute estimate regardless of any variables involved
- B. Refusing to provide any time estimate since calibrations vary significantly always
- C. Providing a reasonable estimate with acknowledgment that specific conditions affect timing
- D. Telling the customer that calibration time is not predictable under any circumstances

14. A customer arrives with a rented loaner vehicle because their car has been at the shop for 3 days. The correct response regarding delays is:

- A. Explaining the specific cause of the delay and providing an updated timeline
- B. Refusing to discuss delays since they are outside the shop's responsibility area

- C. Charging the customer extra for each day of delay since the shop is responsible
- D. Completing the repair immediately regardless of proper procedures being followed

15. A customer says "I don't trust ADAS — I just want the warning light off so it doesn't bother me." The correct response is:

- A. Agreeing to disable the ADAS system permanently at the customer's request
- B. Clearing the warning light without investigating the underlying cause as requested
- C. Charging the customer for disabling the system since they don't use the features
- D. Explaining that the warning may indicate a safety concern worth investigating first

16. A customer asks "Do I really need to come back for the dynamic calibration drive?" The correct response is:

- A. Agreeing that the customer can skip the dynamic calibration for convenience
- B. Explaining that both static and dynamic are required per the OEM procedure
- C. Refusing to discuss the dynamic calibration since the customer should know
- D. Charging the customer extra if they want to avoid the dynamic calibration drive

17. A customer presents a used forward camera they purchased online and asks for installation. The correct response considers:

- A. Installing the part without any discussion since the customer has purchased it
- B. Refusing to install any used parts under any circumstances for any vehicle
- C. Charging a premium for the installation of customer-supplied used ADAS parts
- D. Discussing risks — programming, coding, calibration compatibility — and documenting

18. A customer asks "Why is the pre-repair scan necessary if I already know what's wrong?" The correct response includes:

- A. Explaining that the scan documents baseline condition and reveals other possible faults
- B. Refusing to perform the scan since the customer has identified the issue already
- C. Skipping the scan if the customer is knowledgeable about automotive repair concepts
- D. Charging the customer for the scan even if the results are already known to them

19. A customer says "You guys are being paranoid with all these safety procedures." The correct professional response is:

- A. Agreeing with the customer to maintain the shop's relationship with them long-term
- B. Arguing with the customer aggressively to make the shop's position very clear
- C. Explaining that the procedures reflect OEM guidance and professional standards
- D. Refusing to continue the service until the customer apologizes for the statement

20. At handoff, the customer asks "Is there anything else I should know about my vehicle?" The correct response includes:

- A. Confirming only the specific repair was successful and not discussing further issues
- B. Refusing to discuss anything beyond the scope of the repair that was requested
- C. Reviewing any observations from the pre-repair scan that warranted future attention
- D. Mentioning observations from the service that warrant future attention by the customer

21. A customer insists on skipping the operational road test at the end of service. The correct response is:

- A. Agreeing to skip the test since the customer has expressed time constraints
- B. Refusing to release the vehicle until the customer agrees to a road test

- C. Explaining the road test verifies the repair worked and documenting any decline
- D. Charging the customer a premium for skipping the road test procedure

22. A customer arrives stating "I had this same problem fixed last year at another shop." The correct professional response includes:

- A. Reviewing the previous repair history and investigating whether the issue is recurring
- B. Ignoring the history since the other shop's work is not relevant to current service
- C. Refusing to work on the vehicle since another shop has already attempted the repair
- D. Charging the customer a higher rate due to the prior shop's work on the vehicle

23. A customer asks "Why do I need to bring the vehicle back next week for another appointment?" when follow-up is recommended. The correct response is:

- A. Refusing to explain the reason since the customer should accept the recommendation
- B. Offering to cancel the follow-up appointment if the customer prefers not to return
- C. Charging the customer more for the initial service if follow-up is required later
- D. Explaining the specific reason follow-up is recommended and the timing involved

24. A customer says "I'll just drive it and bring it back if it's not working right." The correct response is:

- A. Agreeing that delivery-and-return is an acceptable verification method for ADAS
- B. Explaining that operational verification before delivery confirms the repair was successful
- C. Refusing to release the vehicle until the customer commits to a specific inspection
- D. Charging the customer a premium for the additional return visit if needed later

25. A customer asks about cost of an ADAS repair. The correct response provides:

- A. Only the labor cost without any mention of parts, calibration, or other fees
- B. Only the parts cost since labor estimates are hard to provide accurately in advance
- C. An itemized estimate including parts, labor, calibration, and any additional fees
- D. A total without breakdown since customers should focus on the final number only

26. A customer says "My brother-in-law can do this cheaper in his garage." The correct professional response includes:

- A. Explaining what the shop's service includes — documentation, warranty, professional calibration
- B. Refusing to continue discussing service since the customer has made up their mind
- C. Charging the customer a consultation fee for the time spent discussing the work
- D. Sending the customer home with recommendations to use the brother-in-law's garage

27. A customer insists on paying in cash and "skipping the paperwork." The correct response includes:

- A. Accepting cash but maintaining all standard documentation regardless of payment
- B. Refusing cash payment entirely to discourage the customer's approach to business
- C. Reducing documentation requirements since the customer is paying in cash today
- D. Maintaining all standard documentation regardless of how the customer pays for service

28. A customer requests a quote based on "what the other shop said." The correct response is:

- A. Matching the other shop's quote exactly without performing any diagnostic investigation
- B. Refusing to provide a quote since the customer has already received one elsewhere
- C. Performing the shop's own diagnostic investigation before providing a quote

D. Charging the customer less than the other shop to win the business quickly

29. A customer asks "Can you guarantee the ADAS will never cause an accident?" The correct response is:

A. Providing the customer with a written guarantee that ADAS prevents accidents fully

B. Explaining that ADAS assists the driver but the driver retains responsibility

C. Refusing to discuss ADAS safety since it is too complex to explain briefly

D. Agreeing that ADAS is completely safe and will prevent every possible collision

30. A customer says "Just write down whatever you need to — I don't care about details." The correct response is:

A. Agreeing to skip detailed documentation since the customer has expressed indifference

B. Refusing to continue service until the customer reviews every detail personally

C. Charging a premium for detailed documentation the customer does not want

D. Maintaining accurate and complete documentation regardless of customer preference

31. A customer says "ACC is just fancy cruise control — why does it need special calibration?" The correct response explains:

A. ACC is actually identical to traditional cruise control in every measurable way

B. ACC uses radar to detect and respond to vehicles ahead, requiring calibrated alignment

C. ACC does not require calibration; the feature works without any setup procedures

D. Calibration is optional for ACC and can be skipped based on customer preference

32. A customer reports AEB triggered suddenly on the highway. The correct pre-service conversation includes:

- A. Asking for specifics about the event — speed, conditions, location, preceding events
- B. Dismissing the complaint since AEB events are unpredictable in every situation
- C. Refusing to investigate the complaint since AEB is not supposed to false-trigger
- D. Charging the customer extra for investigating an AEB event on their vehicle

33. A customer insists their forward radar is "just a box that doesn't need calibration." The correct response is:

- A. Agreeing with the customer since radar modules rarely need recalibration after installation
- B. Refusing to discuss radar calibration since the customer has made their decision
- C. Explaining that radar requires precise aim and calibration to detect targets accurately
- D. Charging a calibration fee without discussing why it's needed for the vehicle

34. A customer says "The warning light just comes on sometimes — I don't think it's a real problem." The correct response includes:

- A. Agreeing with the customer since intermittent warnings are often not significant issues
- B. Recommending diagnosis to determine the root cause of the intermittent warning
- C. Clearing the warning light without investigation to resolve the immediate concern
- D. Refusing to work on the vehicle until the customer accepts the warning is serious

35. A customer asks "Will my ACC work the same in rain as in dry weather?" The correct response is:

- A. Explaining that heavy rain can affect radar and the feature may behave differently
- B. Telling the customer ACC works identically in any weather condition that exists

- C. Refusing to discuss weather-related operation since it varies too widely normally
- D. Telling the customer ACC never works in rain and they should disable the feature

36. A customer insists on keeping their aftermarket front grille with decorative metal accents near the radar. The correct response is:

- A. Agreeing to install without discussing the aftermarket grille's potential impact at all
- B. Refusing to perform any service on the vehicle until the grille is removed first
- C. Discussing potential radar interference from metal decoration and documenting the decision
- D. Charging the customer extra for installation with the aftermarket grille present

37. A customer says "I heard ACC sometimes brakes for nothing — is that true?" The correct response includes:

- A. Explaining that ACC can occasionally respond to non-threats but usually operates correctly
- B. Agreeing that ACC always brakes for nothing and should be disabled for safety
- C. Refusing to discuss ACC behavior since it is too complex for a brief conversation
- D. Telling the customer that ACC never makes any errors in any driving situation ever

38. A customer arrives complaining "The shop that fixed my bumper didn't tell me about calibration." The correct response is:

- A. Agreeing that the shop definitely did wrong and that the customer should sue them
- B. Refusing to work on the vehicle since the other shop should have completed the service
- C. Performing the needed calibration and documenting the previous incomplete work
- D. Charging the customer less because another shop should have performed the work

39. A customer asks "Can I disable the AEB because it keeps triggering unexpectedly?" The correct response is:

- A. Investigating the AEB triggering cause rather than simply disabling the feature
- B. Agreeing to disable AEB as requested since customer preference is the priority
- C. Refusing to discuss disabling AEB since it is impossible to disable under any means
- D. Charging the customer for disabling the feature without investigating the root cause

40. A customer says "I don't want to pay for both static and dynamic calibration — just do one." The correct response is:

- A. Agreeing to perform only static calibration as the customer prefers the option
- B. Refusing to continue service until the customer agrees to both calibration types
- C. Charging the customer extra for only performing one of the calibration procedures
- D. Explaining that both are required per OEM procedure for the specific radar and vehicle

41. A customer asks "What's the difference between BSW and RCTA?" The correct response explains:

- A. BSW and RCTA are identical features that do the same thing with different names
- B. BSW operates only at highway speeds while RCTA only operates at very low speeds
- C. BSW detects vehicles in adjacent lanes while RCTA detects cross-traffic when backing
- D. BSW uses cameras while RCTA uses ultrasonic sensors exclusively in their operation

42. A customer reports intermittent ACC failures only during cold weather. The correct intake conversation focuses on:

- A. Immediately dismissing cold-weather complaints as normal seasonal behavior
- B. Refusing to investigate the complaint since it only occurs in specific conditions

- C. Charging the customer extra for cold-weather-specific diagnostic investigation
- D. Detailed questions about conditions, temperature, and when the failures occurred

43. A customer says "My neighbor said radar calibration doesn't matter if the car looks okay." The correct response is:

- A. Agreeing with the neighbor's assessment since visual inspection is typically sufficient
- B. Explaining that radar calibration is critical for correct target detection regardless of appearance
- C. Refusing to discuss calibration importance since the neighbor has spoken already
- D. Charging the customer a consultation fee for discussing the neighbor's misconception

44. A customer brings in a vehicle with a bike rack attached covering part of the rear corner radar area. The correct pre-service conversation is:

- A. Discussing the rack's potential impact on BSW and RCTA and options to address it
- B. Refusing to perform any service until the bike rack is permanently removed
- C. Ignoring the bike rack since it's not part of the vehicle and doesn't matter
- D. Charging the customer extra for working on a vehicle with an aftermarket bike rack

45. A customer says "I want my forward radar replaced even though nothing is wrong." The correct response is:

- A. Agreeing to replace the radar since the customer is paying for the requested service
- B. Explaining that unnecessary replacement is not recommended and recommending diagnosis
- C. Refusing to work on the vehicle at all since the customer's request is unreasonable
- D. Charging the customer less for the replacement since no diagnostic work is needed

46. A customer says "My parking sensors beep all the time — just disable them please." The correct response is:

- A. Investigating the cause of the excessive beeping before considering any disablement
- B. Disabling the parking sensors as requested without any further investigation
- C. Refusing to discuss the issue since parking sensors cannot be disabled anyway
- D. Charging the customer a premium for disabling the parking sensor system

47. A customer asks "Are parking sensors really necessary for my driving?" The correct response is:

- A. Agreeing that parking sensors are unnecessary accessories that don't help anyone
- B. Refusing to discuss parking sensors since they are standard equipment on vehicles
- C. Discussing the features they support — parking assist, low-speed obstacle detection
- D. Telling the customer that parking sensors are the most critical safety feature ever

48. A customer reports that after a recent bumper repaint, their parking sensors produce false alerts in empty areas. The correct conversation includes:

- A. Asking whether the sensors were removed before painting, since paint on sensors causes issues
- B. Dismissing the complaint since bumper repaint should not affect ultrasonic sensors
- C. Refusing to investigate since the paint shop should have informed them of issues
- D. Clearing the codes without investigation and sending the customer home to observe

49. A customer insists "Painting over the sensors won't hurt anything — I've done it before." The correct response is:

- A. Agreeing with the customer since they have direct experience with painting bumpers
- B. Explaining that paint on transducer faces attenuates signal and affects sensor operation
- C. Refusing to discuss the sensors since the customer has expressed their opinion clearly
- D. Charging the customer for consultation about an issue they have already decided on

50. A customer asks "Do I really need to worry about winter weather and my parking sensors?" The correct response explains:

- A. Telling the customer parking sensors operate identically in any weather condition always
- B. Refusing to discuss weather operation since it varies too widely to explain briefly
- C. Agreeing that winter operation concerns are exaggerated and not worth discussing
- D. Discussing how ice, snow, and contamination can affect sensor operation during winter

PRACTICE EXAM 16: ANSWER KEY AND EXPLANATIONS

1. C — Pre-repair scan documentation is standard professional practice that serves multiple purposes: establishing baseline condition, protecting the shop from pre-existing issues, and creating the foundation for post-repair verification. Skipping documentation to please a customer compromises both the shop's liability position and the quality of the service provided.
2. D — OEM position statements require calibration after specific trigger events (windshield replacement, bumper cover work, camera replacement), and these statements define the standard of care. Respectfully explaining this to the customer provides the correct information they need to make an informed decision rather than relying on incorrect neighbor advice.
3. B — When a customer requests non-OEM parts for ADAS work, the professional response is discussing OEM guidance on acceptable parts and documenting the customer's informed decision. This respects customer autonomy while ensuring they understand the technical and liability implications, and the documentation protects the shop if issues arise later.
4. A — An ignored ADAS warning light for months warrants professional discussion of potential safety implications and an offer to investigate the cause. ADAS warnings exist to alert the driver to conditions that may affect feature function, and addressing rather than dismissing them is the responsible approach to customer safety.
5. B — ADAS calibration requires specific equipment (targets, scan tools, measurement tools), substantial time, technical expertise, and controlled facility conditions (level floor, adequate lighting, target placement space). Explaining these factors helps customers understand the value of the service rather than perceiving it as simple computer work.
6. D — Non-OEM bumper covers may affect radar transparency, and the professional response is discussing the potential impact and documenting the conversation. This respects the customer's past decision while ensuring they understand ongoing implications for their ADAS system's performance and the documentation protects both parties.
7. B — Clearing DTCs without investigating their cause is not professional practice, regardless of customer convenience. Codes are set for reasons, and clearing them without investigation loses diagnostic information and may mask underlying conditions that will recur and potentially affect vehicle safety or operation.
8. C — The "ADAS assists the driver but does not replace the driver" communication sets correct expectations about feature capabilities and limitations. This protects the customer from

overreliance on the system and protects the shop from liability claims arising from misunderstanding about what ADAS provides.

9. A — When a customer's expectations exceed actual ADAS capabilities, professional practice is discussing the feature's designed capabilities, real-world limitations, and conditions required for proper operation. This addresses the complaint directly while providing education that helps the customer use the feature appropriately.
10. C — Calibration is required per OEM guidance after windshield replacement, and the professional response is explaining this and documenting any customer decision to decline. Documentation protects the shop from liability if the customer later experiences issues or is in an incident attributed to the uncalibrated system.
11. D — When a customer insists on picking up before calibration is complete, the professional response explains why calibration is required, documents the customer's decision, and obtains a signature acknowledging the decision. This protects all parties while respecting the customer's autonomy about their own vehicle.
12. B — When customers mention friends or family wanting to do the work, the professional response respects their choice while noting OEM guidance on ADAS-related parts and labor. This supports the customer's autonomy while providing the information they need to understand implications of their decision.
13. C — Calibration time varies based on equipment, vehicle, complexity, and conditions, so providing a reasonable estimate with acknowledgment of variable-dependent timing is the accurate response. Customers appreciate transparent estimates; refusing to estimate or providing inflexibly specific times both fail to serve the customer.
14. A — When a vehicle has been in service for extended periods, explaining the specific cause of the delay and providing an updated timeline is professional practice. This respects the customer's time investment in the loaner and provides transparency about the ongoing service status.
15. D — A customer who wants to "just turn off the warning light" may be ignoring a genuine safety concern. Professional practice is explaining that the warning may indicate a safety issue worth investigating, not simply disabling the indicator or clearing codes without addressing the underlying cause.
16. B — When OEM procedure requires both static and dynamic calibration, the professional response is explaining this and not agreeing to perform only one. Each type of calibration serves a distinct purpose, and skipping one leaves the module's geometric reference incomplete regardless of how well the other was performed.
17. D — Customer-supplied used parts for ADAS repair require discussion of risks — programming compatibility, coding parameters, calibration requirements, potential prior damage — and

documentation of the conversation. This respects customer choice while ensuring they understand the increased risk profile.

18. A — The pre-repair scan serves multiple purposes beyond confirming the customer-reported issue: documenting baseline condition, identifying other potential faults, and establishing the repair's starting point. Explaining this value to customers helps them understand why the scan is performed regardless of their confidence in knowing the problem.
19. C — When customers express frustration with safety procedures, the professional response is explaining that the procedures reflect OEM guidance and industry standards. This is educational rather than defensive, and it gives customers context for understanding why the procedures exist without arguing or agreeing with the criticism.
20. D — At handoff, mentioning observations from the service that warrant future attention is a valuable professional practice. This keeps the customer informed about their vehicle's broader condition, helps prevent future issues, and demonstrates the shop's ongoing commitment to the customer beyond the specific service.
21. C — Operational road testing verifies the repair worked and is a required professional step. When customers want to skip this test, explaining its purpose and documenting any decline protects both parties while educating the customer about the importance of real-world verification beyond scan-tool checks.
22. A — When customers mention prior repair history for similar issues, reviewing that history and investigating whether the issue is recurring is the productive approach. This may reveal pattern issues, incomplete prior repairs, or ongoing conditions that affect how the current diagnosis and repair should proceed.
23. D — When follow-up appointments are recommended, explaining the specific reason and timing helps the customer understand the necessity and plan accordingly. This respects the customer's time and helps them see the follow-up as valuable care rather than unnecessary additional charges.
24. B — Operational verification before delivery confirms the repair actually works, which protects the customer from vehicle issues and protects the shop from comebacks. Delivery-and-return is not acceptable professional practice — verification is a required step in any ADAS repair.
25. C — Professional ADAS repair quotes include itemized estimates covering parts, labor, calibration, and any additional fees. This transparency helps customers understand what they're paying for and allows informed decisions, while protecting the shop from billing disputes that arise when costs appear to change during service.
26. A — When customers mention cheaper alternatives, explaining what the shop's service includes — documentation, warranty, professional equipment, calibration expertise — provides useful context for the price difference. This respects the customer's choice while ensuring they understand what they would and wouldn't get elsewhere.

27. D — Shop documentation requirements apply regardless of payment method. Maintaining accurate and complete documentation protects both parties' interests and supports insurance, warranty, and liability concerns that have nothing to do with how the customer chose to pay for the service.
28. C — Performing the shop's own diagnostic investigation before providing a quote ensures the quote reflects actual work needed rather than another shop's assessment. Matching another shop's quote without investigation may lead to underpriced work or missed issues that reveal themselves during service.
29. B — ADAS features assist the driver but the driver retains responsibility for safe vehicle operation. No shop can guarantee that ADAS will prevent accidents — explaining this reality protects both the customer and the shop, and aligns expectations with what the technology actually provides.
30. D — Accurate and complete documentation is required regardless of customer preferences. The documentation serves professional, insurance, warranty, and liability purposes that exist independently of what the customer wants, and maintaining standards protects both parties even if one doesn't see the immediate value.
31. B — ACC differs from traditional cruise control by using radar to detect and respond to vehicles ahead, which requires precise radar alignment to work correctly. Explaining this relationship helps customers understand why calibration is essential for ACC specifically — it is not simply software-enabled fancy cruise control.
32. A — When customers report specific ADAS events like AEB activation, asking for specifics about speed, conditions, location, and preceding events gathers the information needed for targeted diagnosis. Intake conversations that capture this detail are far more productive than dismissive or confrontational responses to legitimate customer complaints.
33. C — Forward radar requires precise aim and calibration to detect targets accurately. Explaining this to customers who dismiss calibration as unnecessary helps them understand the physics of radar operation and why calibration is a fundamental requirement rather than an optional service.
34. B — Intermittent warning lights warrant diagnosis to determine the root cause, even when customers perceive them as minor. Agreeing with the customer's dismissal or clearing the code without investigation risks missing a developing issue that could affect vehicle safety over time.
35. A — ACC can behave differently in heavy rain because rain scatters and attenuates radar signals. Explaining this documented limitation sets realistic customer expectations and helps them understand when to use ACC versus when to rely on traditional driving skills, particularly in challenging weather.
36. C — Aftermarket metal decorations near the radar can interfere with radar operation, and the professional response is discussing the potential interference and documenting the conversation.

This respects customer choice while ensuring they understand the potential impact on their ADAS system's reliability.

37. A — ACC can occasionally respond to non-threats (overhead signs, roadside fixtures, debris), but this is uncommon relative to correct operation. Explaining this reality helps customers maintain realistic confidence in the feature while understanding its occasional limitations in complex environments.
38. C — When another shop failed to complete required calibration, the professional response is performing the needed calibration and documenting the previous incomplete work. This addresses the customer's immediate need and creates a professional record, rather than dismissing, agreeing with legal suggestions, or reducing the service charge.
39. A — An AEB that keeps triggering unexpectedly warrants investigation into the cause rather than simply disabling the feature. The triggers may indicate a legitimate issue (miscalibration, contamination, mounting problem) that needs addressing rather than being suppressed through feature disablement.
40. D — OEM procedures specifying both static and dynamic calibration require both to be completed. Explaining this and declining the request for partial service is the correct response — customer pressure does not override OEM technical requirements for their ADAS systems.
41. C — BSW detects vehicles in adjacent lanes while the driver is moving forward, while RCTA detects cross-traffic when the vehicle is backing up. These are distinct features with different operational conditions, sharing corner radar hardware but serving different driving scenarios on the composite vehicle and most modern ADAS implementations.
42. D — When customers report intermittent ADAS issues, detailed questioning about conditions, temperature, and timing of failures guides targeted diagnosis. Cold-weather-specific symptoms often have specific root causes, and gathering intake information is far more productive than dismissal or blanket diagnostic approaches.
43. B — Radar calibration is critical for correct target detection regardless of the vehicle's visual appearance. Explaining this corrects the neighbor's misconception and helps the customer understand that calibration relates to internal geometric reference, not external damage visible to the eye.
44. A — A bike rack near a rear corner radar can affect BSW and RCTA performance. Discussing the rack's impact and options to address it (temporary removal during service, or accepting the impact after documentation) respects customer choice while ensuring informed decision-making about their ADAS system.
45. B — Unnecessary replacement is not recommended professional practice. Explaining this to a customer and recommending diagnosis before replacement respects their interests better than agreeing to replace healthy components or refusing the entire conversation.

46. A — Excessive parking sensor beeping warrants investigation to determine the cause before considering any disablement. The sensors may be correctly detecting real obstacles, reporting due to contamination, or indicating an actual malfunction — each cause has different appropriate responses beyond simple disablement.
47. C — When customers ask whether features are necessary, discussing what the features actually support — parking assist, low-speed obstacle detection, blind spot awareness — helps them understand the value. This respectful educational approach serves customers better than dismissive or exaggerated responses.
48. A — When false parking alerts appear after a bumper repaint, asking whether the sensors were removed before painting addresses the most likely cause. Paint on transducer faces attenuates signals and produces false echoes — this is a common and well-documented issue that informed intake questions reveal quickly.
49. B — Paint on ultrasonic transducer faces attenuates the ultrasonic signal and affects sensor operation, which is why OEM procedures require sensor removal before painting. Explaining this to customers helps them understand why their previous experience may not reflect what happens with current sensor-equipped vehicles.
50. D — Ice, snow, and contamination can affect ultrasonic sensor operation during winter. Discussing these realistic winter effects sets accurate expectations, helps the customer understand what symptoms to watch for, and positions them to recognize environmental versus hardware causes when they experience issues.