

# PRACTICE EXAM 10

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1. A customer's vehicle could have one of two engines, and the catalog returns an ambiguous result even after entering the year and make. What is the most reliable way to settle which parts apply?

- A. Confirm the engine using the VIN or the installed component's markings
- B. Assume the higher-output engine for safety margin
- C. Sell parts for both engines and let the customer choose
- D. Decline to look up the part until a tow truck arrives

2. A part costs the store \$112 and is priced to a 30% gross margin. What is the selling price?

- A. \$160.00, the cost divided by 0.70
- B. \$145.60, the cost plus a 30 percent markup
- C. \$78.40, the cost reduced by a factor
- D. \$86.15, the cost divided by 1.30

3. Parts Specialist A says a counter ticket records a parts sale only. Parts Specialist B says a repair order includes both parts and labor. Who is correct?

- A. A only
- B. Both A and B
- C. B only
- D. Neither A nor B

4. A customer's engine overheats only at idle and in slow traffic but runs normal temperature on the highway. Which component failure best explains this?

- A. A stuck-closed thermostat blocking all flow
- B. A leaking upper radiator hose
- C. A loose serpentine belt on the alternator
- D. A failed electric cooling fan

5. Which catalog resource cross-references a competitor's part number to an equivalent?

- A. The lost-sales reporting log
- B. An interchange list
- C. The physical inventory count sheet
- D. The seasonal merchandising plan

6. A customer doing a front disc brake job buys pads and rotors. Which additional items genuinely complete the job?

- A. A new battery and terminal cleaner
- B. A serpentine belt and tensioner
- C. The hardware kit, caliper lubricant, and brake cleaner
- D. A cabin air filter and washer fluid

7. All of the following are functions of engine oil EXCEPT:

- A. Lubricating the engine's moving parts
- B. Helping cool internal components
- C. Cleaning and carrying away contaminants
- D. Igniting the air-fuel mixture in the cylinder

8. A customer's vehicle uses a CVT and they want to top off with conventional ATF. What is the correct guidance?

- A. Conventional ATF works fine in any CVT
- B. Top off only halfway to dilute the difference
- C. A CVT requires dedicated fluid; do not use ATF
- D. Use the ATF only if the CVT is older

9. Which describes the difference between markup and margin?

- A. Both are figured on the selling price identically
- B. Markup is figured on cost, margin on the selling price
- C. They always produce the same percentage
- D. Markup is figured on the price, margin on the cost

10. A customer's clicking noise occurs only when turning a front-wheel-drive car. Which component and root cause should the specialist consider?

- A. A worn U-joint on a driveshaft
- B. A worn CV joint, often due to a torn boot
- C. A failing alternator overcharging the battery
- D. A clogged fuel filter restricting flow

11. A part is listed "sold each" for a front brake job covering two wheels. How many pads should be ordered?

- A. Four, two for each of the two front wheels
- B. One, since the listing covers the job
- C. Two, one for the entire axle
- D. Three, with one as a spare

12. Which describes the function of the master cylinder?

- A. It boosts pedal effort using engine vacuum
- B. It prevents wheel lockup during braking
- C. It converts pedal force into hydraulic pressure
- D. It holds the vehicle stationary when parked

13. A customer's vehicle requires AGM and they want a cheaper flooded battery. What is the BEST explanation of the concern?

- A. Flooded batteries are illegal to sell for cars
- B. The two types are completely identical
- C. The flooded battery cannot fit any tray
- D. The vehicle's charging and durability needs may not be met by flooded

14. A customer's vehicle has electric power steering and requests fluid. What is the correct response?

- A. Explain the system uses no fluid; it is electrically assisted
- B. Recommend a universal power steering fluid
- C. Sell automatic transmission fluid as a substitute
- D. Tell the customer the fluid is dealer-only

15. Which VIN position holds the calculated check digit?

- A. Position 10, the model year
- B. Position 1, the country of origin
- C. Position 11, the assembly plant
- D. Position 9, the check digit

16. A customer reused torque-to-yield head bolts and now has a head gasket leak. Why did reusing the bolts contribute?

- A. The bolts were the wrong thread pitch
- B. TTY bolts stretch once and lose proper clamping when reused
- C. The gasket was installed upside down
- D. The bolts were too long for the holes

17. A customer's special order has arrived at the store. What should the specialist do?

- A. Notify the customer promptly that it arrived
- B. Place it directly into general sellable stock
- C. Return it to the supplier the same day
- D. Apply a higher markup than was quoted

18. Which sensor measures the air entering the engine for fuel metering?

- A. The oxygen sensor in the exhaust
- B. The mass airflow sensor in the intake
- C. The coolant temperature sensor
- D. The crankshaft position sensor

19. A customer's brakes squeal and quiet under harder braking. What is the most likely cause?

- A. Air trapped in the hydraulic lines
- B. The wear indicator contacting the rotor on worn pads
- C. A seized caliper on one wheel
- D. Contaminated brake fluid

20. All of the following are common paint-code locations EXCEPT:

- A. The driver's-side door jamb label
- B. The glovebox or compartment door
- C. A label under the hood or on the firewall
- D. The tread surface of the spare tire

21. A customer's vehicle uses R-1234yf and asks if R-134a can be added. What is correct?

- A. Yes, the two are fully interchangeable
- B. No, the refrigerants are not interchangeable
- C. Yes, if only a small amount is added
- D. Only if the system is first drained of oil

22. A part costs \$80 and is sold for \$100. What is the markup percentage?

- A. 20 percent, profit relative to selling price
- B. 25 percent, profit relative to cost
- C. 80 percent, cost relative to price
- D. 125 percent, price relative to cost

23. Which engine configuration places the camshaft in the block and operates valves through pushrods?

- A. DOHC, dual overhead cam
- B. SOHC, single overhead cam
- C. OHV, overhead valve
- D. A flat or boxer layout

24. A customer's growling front-end noise rises with speed and worsens in turns. Which component is implicated?

- A. A worn wheel bearing or sealed hub
- B. The catalytic converter heating up
- C. A misfiring fuel injector
- D. A slipping serpentine belt

25. Which describes the correct order of operations for an invoice with a discount and tax?

- A. Add tax to each line before extending
- B. Apply the discount after tax is added
- C. Extend lines, subtotal, apply discount, then add tax
- D. Add tax first, then apply the discount

26. A customer doing a clutch job asks what parts go together. Which set is correct?

- A. The radiator and the water pump
- B. The disc, pressure plate, and release bearing
- C. The fuel pump and in-tank filter
- D. The front struts and strut mounts

27. Which describes the function of the thermostat?

- A. It maintains system pressure to raise the boiling point
- B. It stores excess coolant during expansion
- C. It filters debris from the coolant
- D. It regulates coolant flow to control engine temperature

28. A customer's old part number was superseded. What should the specialist provide?

- A. A refund for the inconvenience
- B. The discontinued number with no substitute
- C. The current replacement the supersession points to
- D. A part from an unrelated vehicle

29. A customer provides only year, make, and model for a part that varies by trim. What should the specialist do FIRST?

- A. Sell the base-trim part as the default
- B. Sell parts for all trims and accept returns
- C. Confirm the trim level or submodel before selecting
- D. Decline the sale because trim is unknown

30. Which forced-induction device is driven by exhaust gas energy?

- A. The turbocharger, driven by exhaust gas
- B. The supercharger, belt-driven by the engine
- C. The intercooler, cooling the charge air
- D. The throttle body, metering the airflow

31. A customer with a limited-slip differential reports chatter in turns. What is the likely cause?

- A. The differential cover gasket is leaking
- B. The gear oil viscosity is too low
- C. The axle tag is missing from the housing
- D. The gear oil lacks the required friction modifier

32. Which describes the correct handling of a store-use item from inventory?

- A. Leave it unrecorded since the store owns it
- B. Ring it up as a full-price retail sale
- C. Treat it as shrinkage at year-end
- D. Record it as store-use and charge the proper account

33. A customer's vehicle has a stuck-closed thermostat. Which symptom would this most likely produce?

- A. The engine overheats due to blocked coolant flow
- B. The engine runs too cool and warms slowly
- C. The battery fails to hold a charge
- D. The fuel economy improves dramatically

34. Which describes the correct response when a blade fuse keeps blowing?

- A. Replace it with the same rating and address the cause
- B. Install a higher-rated fuse so it stops blowing
- C. Remove the fuse to keep the circuit powered
- D. Bridge the fuse terminals with foil

35. A customer needs a wheel and gives only the diameter. What else must be matched?

- A. The color and finish of the wheel
- B. The brand of the original equipment wheel
- C. The bolt pattern, offset, and center bore
- D. The recommended tire pressure

36. Which describes the function of the catalytic converter and a regulatory note?

- A. It quiets the exhaust and is unregulated
- B. It treats emissions and replacements must meet standards
- C. It measures airflow and is sold freely
- D. It pressurizes fuel and faces no regulation

37. A customer's vehicle has an electronic parking brake and needs rear brakes. What should the specialist note?

- A. The rear brakes never need service
- B. A scan tool is typically needed to retract the caliper pistons
- C. The parking brake cable must always be replaced
- D. The rear brakes use only drum shoes

38. Which battery rating measures the ability to deliver starting current in cold conditions?

- A. Reserve capacity, the sustained-load duration
- B. Group size, the physical dimension class
- C. Cold cranking amps, the cold-start rating
- D. Amp-hours, the total stored energy

39. A customer doing rear drum brakes asks what to replace with the shoes. What is correct?

- A. The front rotors and calipers
- B. The radiator hoses and thermostat
- C. The serpentine belt and tensioner
- D. The drum hardware kit and often the wheel cylinder

40. A customer's vehicle is all-wheel drive and needs a ring and pinion. What must match between front and rear?

- A. The color of the differential covers
- B. The brand of the gear oil
- C. The size of the wheels
- D. The gear ratios front and rear

41. Which describes the function of the PCV valve?

- A. It routes crankcase blow-by gases to the intake to be burned
- B. It recirculates exhaust gas to lower combustion temperatures
- C. It senses exhaust oxygen for fuel trim
- D. It pressurizes the fuel rail for the injectors

42. A customer needs a fuel-line hose. What must the specialist ensure?

- A. The hose matches the original line's color
- B. The hose is the cheapest rubber hose available
- C. The hose is the same as a vacuum hose
- D. The hose is fuel-rated and appropriate for the pressure

43. A customer's vehicle could use port or direct injection. Which identifier resolves the type?

- A. The tire size on the vehicle
- B. The exterior paint code
- C. The engine information decoded from the VIN
- D. The customer's fuel-economy memory

44. Which describes a torque-to-yield head bolt?

- A. A bolt engineered to stretch and typically single-use
- B. A bolt that can be reused indefinitely
- C. A bolt identical to a wheel lug nut
- D. A bolt that loosens itself during operation

45. A customer's vehicle has TPMS and is getting new tires. Which related item and step should the specialist mention?

- A. A new catalytic converter and oxygen sensors
- B. A timing belt kit and water pump
- C. The TPMS service kit and a sensor relearn
- D. A brake fluid flush and master cylinder

46. A part costs \$90 and is priced to a 40% gross margin. What is the selling price?

- A. \$126.00, the cost plus a markup
- B. \$150.00, the cost divided by 0.60
- C. \$54.00, the cost reduced by a factor
- D. \$64.29, the cost divided by 1.40

47. Which describes the function of the alternator?

- A. It stores electrical energy for starting
- B. It cranks the engine over to start it
- C. It converts engine rotation into electrical current
- D. It steps up voltage to fire the plugs

48. Which describes the difference between a gasket and a seal?

- A. Both seal only rotating shafts identically
- B. A gasket seals a moving part; a seal seals a static joint
- C. A gasket seals a static joint; a seal seals a moving part
- D. Neither is used to prevent leaks in an engine

49. A customer is upset about a part that failed early. What is the most professional first response?

- A. Listen fully to the concern before offering a solution
- B. Tell the customer the failure was their fault
- C. Refuse to discuss it without a manager
- D. State that the warranty does not apply

50. A specialist applies a 20% discount to a \$250 part on a tax-exempt account. What is the amount due?

- A. \$200.00, the discounted price with no tax
- B. \$270.00, the price plus tax
- C. \$312.50, the price divided by a factor
- D. \$254.00, tax applied before discount

51. Which describes the difference between a strut and a plain shock absorber?

- A. A shock is structural; a strut only dampens
- B. Both are non-structural dampers
- C. Neither contains any damping fluid
- D. A strut is structural and load-bearing; a shock only dampens

52. Which describes why color is not a reliable guide to coolant type?

- A. All coolants are the same universal green
- B. Coolant loses its color after a month
- C. Color changes permanently when mixed with water
- D. Manufacturers dye different chemistries similar colors

53. A customer's rotor is below its minimum thickness. What should the specialist advise?

- A. The rotor must be replaced rather than resurfaced
- B. The rotor can be resurfaced once more
- C. The rotor only needs new pads installed
- D. The rotor is fine if it shows no cracks

54. A specialist must total an invoice: two parts at \$50 each, a \$20 core charge, then 10% tax on the full amount. What is the total?

- A. \$132.00, parts plus core, then 10 percent tax
- B. \$120.00, with no tax applied
- C. \$110.00, tax on the parts only
- D. \$125.00, tax before the core charge

55. Which describes the function of the oxygen sensor?

- A. It physically filters soot from the exhaust
- B. It reduces the exhaust noise level
- C. It measures exhaust oxygen so the computer adjusts fuel
- D. It recirculates exhaust into the intake

56. A customer's vehicle has a coil-on-plug ignition and they ask for plug wires. What should the specialist explain?

- A. The wires are sold with new spark plugs only
- B. The wires must be measured for length first
- C. The wires are a dealer-only special order
- D. The engine has no plug wires; it uses individual coils

57. Which describes the purpose of reporting a lost sale?

- A. To trigger an automatic customer refund
- B. To document an employee for discipline
- C. To capture demand data guiding stocking decisions
- D. To reduce the recorded inventory value

58. A customer's vehicle requires a European oil approval. Besides viscosity, what must match?

- A. The color of the oil in the bottle
- B. The size of the oil container
- C. The specific manufacturer approval or specification
- D. The brand the customer used last

59. A customer's drum exceeds its maximum diameter specification. What should the specialist advise?

- A. Machine the drum once more to clean it
- B. Install only new return springs
- C. Leave it if the shoes still have material
- D. Replace the drum rather than resurface it

60. Which describes the correct disclosure timing for a non-returnable policy?

- A. Only after the customer attempts the return
- B. At the time of sale, before the purchase is completed
- C. Through a mailed notice weeks afterward
- D. Never, since all parts are returnable

61. A customer needs the most precise way to begin a catalog lookup. Which is it?

- A. The customer's description of the symptom
- B. Entering the VIN to resolve exact specifications
- C. Browsing by part category alone
- D. The make and model with no other detail

62. Which component allows the driven wheels to rotate at different speeds in a turn?

- A. The torque converter coupling the engine
- B. The transfer case splitting power front to rear
- C. The clutch disc engaging the transmission
- D. The differential splitting power between wheels

63. Which describes the correct receiving action when a shipment is short two items?

- A. Document the shortage as a discrepancy for resolution
- B. Shelf the parts and adjust the count from memory
- C. Accept the shipment as complete to avoid delay
- D. Discard the packing slip since parts are in stock

64. Which describes the function of the receiver-drier in an air conditioning system?

- A. It compresses the refrigerant to high pressure
- B. It releases the refrigerant's heat outside
- C. It absorbs cabin heat at the evaporator
- D. It removes moisture from the circulating refrigerant

65. A customer's vehicle has a wheel speed sensor fault triggering an ABS light. What does the sensor read?

- A. The brake fluid level in the reservoir
- B. The temperature of the rotor surface
- C. The toothed tone or reluctor ring
- D. The pressure in the master cylinder

66. A part costs \$144 and is marked up 25%. What is the selling price?

- A. \$108.00, the cost reduced by 25 percent
- B. \$180.00, the cost plus the 25 percent markup
- C. \$192.00, the cost divided by 0.75
- D. \$36.00, the markup amount alone

67. Which describes the function of the EGR valve?

- A. It routes crankcase blow-by to the intake
- B. It measures exhaust oxygen for fuel trim
- C. It recirculates exhaust gas to lower combustion temperatures
- D. It pressurizes the fuel rail

68. A customer's vehicle ran cool with a weak heater, traced to a thermostat. Which failure causes running cool?

- A. A thermostat stuck open, allowing constant coolant flow
- B. A thermostat stuck closed, blocking flow
- C. A radiator cap stuck open
- D. A water pump impeller failure

69. Which describes the correct meaning of "OE" or "OEM"?

- A. An overseas economy parts grade
- B. Original Equipment / Original Equipment Manufacturer
- C. An older equipment model designation
- D. An optional equipment marking

70. Which describes the function of the radiator cap?

- A. It senses coolant temperature for the fan
- B. It directs flow toward the heater core
- C. It filters debris from the coolant
- D. It maintains pressure, raising the coolant's boiling point

71. A customer describes a part using slang. What skill must the specialist apply?

- A. Selling the most expensive option
- B. Translating the slang into catalog terminology
- C. Guessing without confirming the vehicle
- D. Refusing the sale until the customer learns the term

72. Which spark plug specification must match the engine to prevent fouling or pre-ignition?

- A. The brand printed on the package
- B. The price tier of the plug
- C. The heat range of the plug
- D. The color of the insulator body

73. All of the following are typically replaced together in a timing belt service EXCEPT:

- A. The timing belt tensioner
- B. The idler pulleys behind the cover
- C. The water pump driven by the belt
- D. The catalytic converter in the exhaust

74. Which describes a loaded caliper?

- A. A caliper pre-assembled with pads and hardware
- B. A bare casting with no internals
- C. A caliper that must be rebuilt first
- D. A caliper sold empty without a piston

75. A customer disposing of old oil and antifreeze asks if they can go in the trash. What is correct?

- A. They are regulated wastes and must be recycled
- B. They can be thrown out once cooled
- C. They can be poured down a household drain
- D. There are no rules governing disposal

76. A customer wants the longest-lasting spark plug for highway driving. Which electrode material lasts longest?

- A. Copper-core, the shortest-life option
- B. Iridium, known for the longest service life
- C. A standard organic-tipped plug
- D. Any plug, since material has no effect

77. Which describes the correct meaning of the catalog abbreviation "ASSY"?

- A. The part is supplied as a complete assembly
- B. The part is sold individually as each
- C. The part is not available
- D. The part is a standard configuration

78. A customer's vehicle has a part that varies by production date. Which source gives the actual build date?

- A. The model year decoded from the VIN
- B. The customer's purchase receipt
- C. The driver's-side door jamb certification label
- D. The tread surface of the spare tire

79. A part is priced at \$200 to a 20% margin. What was the cost?

- A. \$240.00, the price plus a markup
- B. \$166.67, the price divided by 1.20
- C. \$160.00, the price times 0.80
- D. \$180.00, the price minus \$20

80. Which steering design uses a pinion gear moving a toothed rack and tie rods?

- A. Recirculating-ball steering with a pitman arm
- B. Worm-and-roller steering on older trucks
- C. Cable-and-pulley steering in light utilities
- D. Rack-and-pinion steering, common on modern vehicles

81. Parts Specialist A says a fuse should be upsized if it keeps blowing. Parts Specialist B says the cause should be addressed and the same rating used. Who is correct?

- A. A only
- B. B only
- C. Both A and B
- D. Neither A nor B

82. A customer's vehicle leaks from a rotating shaft at the front of the engine. Which component is involved?

- A. The valve cover gasket
- B. The oil pan gasket
- C. The front crankshaft seal
- D. The intake manifold gasket

83. A customer's brake fluid is DOT 5 silicone but the system specified DOT 5.1. Why is this a problem despite the similar numbers?

- A. DOT 5 is silicone and DOT 5.1 is glycol-based; they are incompatible
- B. The numbers indicate only container size
- C. The two are identical fluids
- D. Brake fluid type has no effect

84. A specialist applies a 15% discount to a \$240 part, then 8% tax. What is the final total?

- A. \\$240.00, with neither applied
- B. \\$204.00, the discount only
- C. \\$259.20, tax first then discount
- D. \\$220.32, discount first then tax

85. Which describes the function of a wear indicator on a brake pad?

- A. It increases the pad's friction coefficient
- B. It produces a squeal warning the pad is worn
- C. It disables the brakes when the pad is new
- D. It improves the pad's heat resistance

## Answer Key & Explanations

1. A — Confirm the engine using the VIN or the installed component's markings. When the catalog is ambiguous between two engines, confirming via the VIN or the installed component's markings settles it. Assuming or selling both is improper.
  
2. A — \\$160.00, the cost divided by 0.70. Pricing to a 30% margin divides cost by  $(1 - 0.30)$ :  $\$112 \div 0.70 = \$160$ . Margin is figured on the selling price.
  
3. B — Both A and B. A counter ticket records a parts sale only, and a repair order includes both parts and labor; both statements are correct. The two documents differ in scope.
  
4. D — A failed electric cooling fan. Overheating at idle and slow traffic but not at highway speed points to a failed cooling fan, since airflow at speed compensates. At low speed the fan must pull air through the radiator.
  
5. B — An interchange list. An interchange list cross-references a competitor's part number to an equivalent. The other resources do not perform cross-referencing.

6. C — The hardware kit, caliper lubricant, and brake cleaner. A proper front disc brake job pairs pads and rotors with the hardware kit, caliper lubricant, and brake cleaner. New pads on worn hardware can stick and squeal.

7. D — Igniting the air-fuel mixture in the cylinder. Engine oil lubricates, cools, and cleans, but does not ignite the air-fuel mixture — that is the spark plug's job. The other three are genuine functions of oil.

8. C — A CVT requires dedicated fluid; do not use ATF. A continuously variable transmission requires its dedicated fluid and cannot use conventional ATF, even to top off. The wrong fluid can cause damage.

9. B — Markup is figured on cost, margin on the selling price. Markup expresses profit as a percentage of cost, while margin expresses it as a percentage of selling price. They reference the same profit dollars differently.

10. B — A worn CV joint, often due to a torn boot. A clicking noise only when turning a front-wheel-drive car classically indicates a worn CV joint, frequently caused by a torn boot. The lost grease and contamination wear the joint.

11. A — Four, two for each of the two front wheels. A pad listing "sold each" for a two-wheel front brake job requires four pads. Reading the packaging basis prevents a quantity error.

12. C — It converts pedal force into hydraulic pressure. The master cylinder converts the driver's pedal force into hydraulic pressure sent to each wheel. The booster, ABS unit, and parking brake serve other roles.

13. D — The vehicle's charging and durability needs may not be met by flooded. A vehicle specifying AGM may not be properly served by a flooded battery, which can fall short on charging and durability. The battery type must match the specification.

14. A — Explain the system uses no fluid; it is electrically assisted. An electric power steering system uses no fluid, so the request signals a need to clarify the system type. Selling any fluid for an EPS vehicle would be incorrect.

15. D — Position 9, the check digit. The check digit is in position 9, calculated from the other characters to detect a mistyped VIN. Position 10 is the model year.

16. B — TTY bolts stretch once and lose proper clamping when reused. Torque-to-yield head bolts stretch when first torqued and lose proper clamping force when reused, leading to a head gasket leak. New bolts should be used.

17. A — Notify the customer promptly that it arrived. When a special order arrives, the specialist should notify the customer promptly. Shelving it as general stock or returning it immediately would be incorrect.

18. B — The mass airflow sensor in the intake. The mass airflow sensor measures the air entering the engine so the computer can meter fuel. The other sensors measure different parameters.

19. B — The wear indicator contacting the rotor on worn pads. A squeal that quiets under harder braking is the wear indicator contacting the rotor, signaling worn pads. It is a built-in warning to replace the pads.

20. D — The tread surface of the spare tire. Paint codes appear on the door jamb, in the glovebox, and under the hood, but never on a tire tread. The door-jamb label is the most common location.

21. B — No, the refrigerants are not interchangeable. R-1234yf and R-134a are different, non-interchangeable refrigerants, and mixing them can damage the system. The specified refrigerant must be used.

22. B — 25 percent, profit relative to cost. Markup = profit ÷ cost =  $\$20 \div \$80 = 25\%$ . Markup is always figured on the cost.

23. C — OHV, overhead valve. An overhead valve (OHV) engine places the camshaft in the block and operates the valves through pushrods. SOHC and DOHC place the cam(s) in the head.

24. A — A worn wheel bearing or sealed hub. A growling noise that rises with speed and worsens in turns is classic for a worn wheel bearing, since cornering shifts the load. The other components do not produce that symptom.

25. C — Extend lines, subtotal, apply discount, then add tax. The correct invoice order is to extend each line, subtotal, apply the discount, then add tax. Applying tax before the discount produces an incorrect total.

26. B — The disc, pressure plate, and release bearing. A clutch replacement is a kit sale: the disc, pressure plate, and release bearing are replaced together because of the shared labor. Reusing worn companions invites a comeback.

27. D — It regulates coolant flow to control engine temperature. The thermostat opens and closes to regulate coolant flow, holding the engine at operating temperature. The cap and reservoir handle pressure and expansion.

28. C — The current replacement the supersession points to. A superseded part number leads to a current replacement in the catalog, which the specialist should provide. The old number is not unavailable.

29. C — Confirm the trim level or submodel before selecting. When a part varies by trim, the specialist must confirm the trim or submodel first, since the model name alone is insufficient. Defaulting to a base trim risks a wrong part.

30. A — The turbocharger, driven by exhaust gas. A turbocharger is driven by exhaust gas energy, while a supercharger is belt-driven by the engine. Both force more air into the engine from different power sources.

31. D — The gear oil lacks the required friction modifier. A limited-slip differential that chatters in turns often lacks the friction-modifier additive its gear oil requires. Without it, the clutch packs chatter.

32. D — Record it as store-use and charge the proper account. Store-use items must be recorded as store-use and charged appropriately so they leave sellable stock accurately. Unrecorded use appears as shrinkage at the next inventory.

33. A — The engine overheats due to blocked coolant flow. A thermostat stuck closed blocks coolant flow to the radiator, causing overheating. A stuck-open thermostat, by contrast, makes the engine run too cool.

34. A — Replace it with the same rating and address the cause. The safe response to a repeatedly blowing fuse is to replace it with the same rating and find the underlying cause. Upsizing or bypassing defeats the protection.

35. C — The bolt pattern, offset, and center bore. Beyond diameter, a wheel must match bolt pattern, offset, and center bore for proper fit. The wrong bolt pattern won't mount and the wrong offset causes clearance issues.

36. B — It treats emissions and replacements must meet standards. The catalytic converter treats emissions, and replacement converters must meet applicable emissions standards. A non-compliant converter for a regulated application can be illegal.

37. B — A scan tool is typically needed to retract the caliper pistons. On an electronic parking brake vehicle, rear brake service typically requires a scan tool to retract the pistons. This makes the job differ from a cable system.

38. C — Cold cranking amps, the cold-start rating. Cold cranking amps measures a battery's ability to deliver starting current in cold conditions. Reserve capacity and group size address other characteristics.

39. D — The drum hardware kit and often the wheel cylinder. A drum brake service should replace the hardware kit and often the wheel cylinder along with the shoes. Worn springs and a leaking wheel cylinder compromise a new installation.

40. D — The gear ratios front and rear. On an all-wheel-drive vehicle, the front and rear gear ratios must match for correct operation. A mismatch causes driveline binding.

41. A — It routes crankcase blow-by gases to the intake to be burned. The PCV valve routes crankcase blow-by gases back to the intake to be re-burned, a basic emissions control. The other functions belong to different components.

42. D — The hose is fuel-rated and appropriate for the pressure. A fuel line must use fuel-rated hose appropriate for the system pressure; ordinary or vacuum hose is unsafe. This is a safety requirement.

43. C — The engine information decoded from the VIN. The VIN's engine information resolves which injection type the specific engine uses. Tire size, paint code, and customer recollection do not determine it.

44. A — A bolt engineered to stretch and typically single-use. A torque-to-yield head bolt is designed to stretch when torqued and is typically single-use. Reusing one risks improper clamping and head-gasket failure.

45. C — The TPMS service kit and a sensor relearn. When tires are mounted on a TPMS vehicle, the service kit is commonly replaced and the sensors may need a relearn. This is current-vehicle related-sale knowledge.

46. B —  $\$150.00$ , the cost divided by 0.60. Pricing to a 40% margin divides cost by  $(1 - 0.40)$ :  $\$90 \div 0.60 = \$150$ . Margin is figured on the selling price.

47. C — It converts engine rotation into electrical current. The alternator converts mechanical engine rotation into electrical current to charge the battery. The battery stores energy and the starter uses it.

48. C — A gasket seals a static joint; a seal seals a moving part. A gasket seals between two stationary surfaces, while a seal contains a moving (rotating) part. The terms are not interchangeable.

49. A — Listen fully to the concern before offering a solution. The most professional first response to an upset customer is to listen fully before moving to a solution. Blaming or refusing to engage escalates the situation.

50. A —  $\$200.00$ , the discounted price with no tax. A 20% discount gives  $\$250 \times 0.80 = \$200$ , and the tax-exempt account adds no tax. Correctly identifying the exempt account prevents wrongly charging tax.

51. D — A strut is structural and load-bearing; a shock only dampens. A strut is a structural, load-bearing unit combining a spring and damper, while a plain shock only dampens. This distinction matters in parts selection.

52. D — Manufacturers dye different chemistries similar colors. Color is unreliable because manufacturers dye different coolant chemistries similar colors. The specification, not the color, must guide selection.

53. A — The rotor must be replaced rather than resurfaced. A rotor below its minimum thickness must be replaced, not resurfaced, to avoid overheating and failure. The spec is stamped into the rotor.

54. A — \$132.00, parts plus core, then 10 percent tax. Two parts (\$100) plus the \$20 core = \$120, then 10% tax:  $\$120 \times 1.10 = \$132$ . The core charge is part of the taxable subtotal here.

55. C — It measures exhaust oxygen so the computer adjusts fuel. The oxygen sensor measures exhaust oxygen content so the computer can adjust the fuel mixture. It does not filter, quiet, or recirculate exhaust.

56. D — The engine has no plug wires; it uses individual coils. A coil-on-plug engine mounts an individual coil on each plug and has no plug wires. The request signals a need to clarify the system.

57. C — To capture demand data guiding stocking decisions. Reporting a lost sale captures demand for parts not in stock, informing future stocking decisions. An unreported lost sale leaves the store blind to that demand.

58. C — The specific manufacturer approval or specification. Beyond viscosity, the oil must meet the vehicle's required manufacturer approval, common on European vehicles. Matching viscosity alone can leave the engine under-protected.

59. D — Replace the drum rather than resurface it. A drum worn beyond its maximum diameter specification must be replaced, not resurfaced. A too-large drum compromises braking and cannot be restored by machining.

60. B — At the time of sale, before the purchase is completed. A non-returnable policy must be disclosed at the time of sale, before the purchase, so the customer is not surprised. This prevents disputes.

61. B — Entering the VIN to resolve exact specifications. VIN entry is the most precise starting point because it resolves engine, trim, and build specifications that year/make/model leave ambiguous. This reduces wrong-part errors.

62. D — The differential splitting power between wheels. The differential splits power between the driven wheels while allowing them to turn at different speeds in a corner. The torque converter, transfer case, and clutch serve other roles.

63. A — Document the shortage as a discrepancy for resolution. A shipment short against the packing slip must be documented as a discrepancy for resolution before the count is corrupted. Accepting it as complete forfeits the supplier claim.

64. D — It removes moisture from the circulating refrigerant. The receiver-drier removes moisture from the refrigerant circulating through the A/C system. The compressor, condenser, and evaporator perform other functions.

65. C — The toothed tone or reluctor ring. A wheel speed sensor reads the toothed tone or reluctor ring to monitor wheel speed for the ABS. A faulty sensor commonly triggers the ABS warning light.

66. B —  $\$180.00$ , the cost plus the 25 percent markup. Pricing to a markup multiplies cost by 1.25:  $\$144 \times 1.25 = \$180$ . Markup is figured on cost.

67. C — It recirculates exhaust gas to lower combustion temperatures. The EGR valve recirculates a portion of exhaust gas into the intake to reduce combustion temperatures and NOx emissions. The PCV valve and oxygen sensor have different roles.

68. A — A thermostat stuck open, allowing constant coolant flow. A thermostat stuck open allows constant coolant flow, so the engine runs cool and the heater is weak. A stuck-closed thermostat would cause overheating.

69. B — Original Equipment / Original Equipment Manufacturer. "OE/OEM" means Original Equipment / Original Equipment Manufacturer — parts made by or for the vehicle's manufacturer. This is a core catalog distinction from aftermarket.

70. D — It maintains pressure, raising the coolant's boiling point. The radiator cap maintains system pressure, which raises the coolant's boiling point and protects against boil-over. It does not sense temperature or filter coolant.

71. B — Translating the slang into catalog terminology. The specialist must translate the customer's slang into the correct catalog terminology to look up the part accurately. This bridges customer language and the catalog.

72. C — The heat range of the plug. A spark plug's heat range must match the engine to prevent fouling (too cold) or pre-ignition (too hot). Brand, price, and insulator color do not determine fit.

73. D — The catalytic converter in the exhaust. A timing belt service typically replaces the belt, tensioner, idler pulleys, and often the water pump, since they share the labor. The catalytic converter is unrelated to the timing system.

74. A — A caliper pre-assembled with pads and hardware. A loaded caliper is sold pre-assembled with pads and hardware for installation convenience. This contrasts with a bare or unloaded caliper.

75. A — They are regulated wastes and must be recycled. Used oil and antifreeze are regulated wastes that must be recycled or disposed of properly, never in the trash or a drain. Improper disposal carries penalties.

76. B — Iridium, known for the longest service life. Iridium electrodes resist wear far better than copper, giving the longest service life among common materials. This makes iridium the durability choice for highway driving.

77. A — The part is supplied as a complete assembly. "ASSY" indicates the part is supplied as a complete assembled unit. The other abbreviations indicate each, not available, and standard.

78. C — The driver's-side door jamb certification label. The actual build date the catalog needs for a date-split part is found on the door-jamb certification label. The model year and receipt do not give the true production date.

79. C —  $\$160.00$ , the price times 0.80. To find the cost from a 20% margin, multiply the price by 0.80:  $\$200 \times 0.80 = \$160$ . Margin is figured on the selling price.

80. D — Rack-and-pinion steering, common on modern vehicles. Rack-and-pinion steering uses a pinion gear to move a toothed rack, turning the wheels through tie rods. It is the dominant modern design.

81. B — B only. The cause of a blown fuse should be addressed and the same rating used, so B is correct; upsizing the fuse defeats the protection, so A is wrong. The replacement must match the original rating.

82. C — The front crankshaft seal. A leak around a rotating shaft at the front of the engine involves the front crankshaft seal. Gaskets, by contrast, seal stationary joints.

83. A — DOT 5 is silicone and DOT 5.1 is glycol-based; they are incompatible. Despite the similar numbers, DOT 5 is silicone-based while DOT 5.1 is glycol-based, and they are incompatible. The exact specification must be matched.

84. D —  $\$220.32$ , discount first then tax. Apply the 15% discount:  $\$240 \times 0.85 = \$204$ , then 8% tax:  $\$204 \times 1.08 = \$220.32$ . Discount comes before tax.

85. B — It produces a squeal warning the pad is worn. A brake pad wear indicator produces a squeal that warns the customer the pad is worn. It does not change friction, disable brakes, or improve heat resistance.