

PRACTICE EXAM 11 SIMULATION

1. A customer says, "Just give me whatever brake part fits a 2021 truck." The specialist's most accurate response is to:

- A. Ask for the VIN, axle position, and brake type to narrow it down
- B. Hand over the most common brake part in stock
- C. Tell the customer no part exists without a full work order
- D. Quote a price for every brake part on the truck

2. A customer states, "I don't know the part number, I just have the old one here." The best response is:

- A. "I can't help you without the number."
- B. "Bring it back when you find the number."
- C. "Let me compare it against the catalog to identify it."
- D. "Just pick whatever looks closest on the shelf."

3. A customer reads a long part number over the phone. The specialist should reply:

- A. "I'll just look up the closest match."
- B. "Let me read that back to you to confirm each digit."
- C. "The number isn't necessary if I have the price."
- D. "I'll write it down after we hang up."

4. A customer shouts, "You sold me the wrong part and my truck's been down all day!" The best first reply is:

- A. "You should have given me better information."

B. "Here's our return policy section by section."

C. "That's really the manufacturer's problem."

D. "I understand — a wrong part on a down truck is a real problem. Let's fix it."

5. A customer asks for a part that isn't in stock and you can't source quickly. The professional response is:

A. "That part doesn't exist anymore."

B. "I'll just sell you something close enough."

C. "Let me log this and check our network to locate it for you."

D. "We don't handle requests we can't fill."

6. A customer emails, "Do you have this in stock and what's it cost?" The best reply:

A. Answers only the price and ignores availability

B. Asks the customer to call instead

C. States both availability and price clearly and completely

D. Sends a generic catalog link with no answer

7. A customer says, "It's a Freightliner, that's all I know." The specialist should explain:

A. "That model spans many engines and axles — I'll need the VIN to be sure."

B. "Perfect, that tells me exactly which clutch you need."

C. "The model name gives me your axle ratio automatically."

D. "Freightliner means the engine is always the same."

8. A customer asks, "What's the difference between these two water pumps?" The best response frames it as:

- A. "The expensive one just costs more."
- B. "The premium one has a heavier bearing, so fewer failures and less downtime."
- C. "There's no real difference between them."
- D. "You're required to buy the premium one."

9. A customer asks, "Why is there an extra charge on this reman alternator?" The accurate reply is:

- A. "It's a non-refundable rebuilding fee."
- B. "It's a government tax on rebuilt parts."
- C. "It's a penalty for not buying new."
- D. "That's a refundable core deposit — you get it back when you return the old unit."

10. A budget-focused customer with a rebuildable old starter asks for the cheapest reliable option. The best reply:

- A. "A reman unit with a core charge fits your budget and your core."
- B. "You'll have to buy the most expensive OE part."
- C. "I can only offer a salvage part of unknown condition."
- D. "I don't offer alternatives to new parts."

11. A customer buying brake shoes says, "That should be everything, right?" The complete response is:

- A. "Yes, just the shoes."
- B. "You'll also need a new master cylinder."
- C. "Add a diesel particulate filter while you're here."
- D. "Let's also cover the hardware kit, drums if worn, and wheel seals."

12. A customer wants a premium part for a light-duty truck they're selling in two months. The honest reply is:

- A. "You must buy the premium part for any truck."
- B. "A standard unit fits this use — no need for the premium."
- C. "Premium parts won't fit a light-duty truck."
- D. "Let me add some extra accessories too."

13. A customer asks, "Is a reman part as good as new?" The accurate reply is:

- A. "No, reman parts are always inferior."
- B. "It's rebuilt to specification at a lower cost, with a core charge."
- C. "It actually costs more than new once the core is added."
- D. "It's an untested used part with no standard."

14. A customer says, "I keep coming across town just for parts." The specialist might helpfully mention:

- A. A premium part they don't need
- B. A longer warranty on an unrelated item
- C. The operation's delivery service to their shop
- D. An extended-hours policy with no benefit to them

15. A customer asks for "front brake parts" for a dump truck in severe service. The best reply is:

- A. "For that severe duty, you'll want the severe-service friction grade."
- B. "The cheapest economy lining will do."
- C. "A passenger-car pad works as a substitute."
- D. "I'll grab whatever is overstocked."

16. A customer says, "What does OES mean on this listing?" The accurate explanation is:

- A. "It's a salvaged used part."
- B. "It's the cheapest economy grade."
- C. "It's identical to OE in brand and price."
- D. "It's the OE supplier's part sold under their own brand."

17. A customer with a medium-duty truck says, "The brake fluid is leaking from the master cylinder." This tells the specialist the truck has:

- A. An air brake system with spring chambers
- B. A walking-beam suspension fault
- C. A hydraulic (or air-over-hydraulic) brake system
- D. A turbocharger oil leak

18. A customer asks for "brake pads" but you confirm the tractor runs S-cam drum brakes. The correct reply is:

- A. "Pads and shoes are the same thing."
- B. "Your truck is too old for parts."
- C. "I'll order pads and let your tech adapt them."
- D. "That truck uses drum shoes and linings — let me get those."

19. A driver says, "My parking brakes won't release this morning even with the engine running." Among air-system causes, the specialist connects this to:

- A. A failed alternator
- B. Insufficient air pressure or a spring-brake control fault
- C. A worn clutch disc
- D. A leaking heater core

20. A customer says the rear brakes grab late on a long truck. The specialist explains the part that addresses this is the:

- A. Master cylinder
- B. Cabin blend door
- C. Alternator regulator
- D. Relay valve near the rear chambers

21. A customer asks, "Why is there a deposit-looking charge when air is what holds my parking brakes off?" The specialist clarifies that:

- A. Air actually applies the parking brakes
- B. Hydraulic fluid holds the parking brakes off
- C. Springs apply the parking brakes; air holds them off
- D. The battery holds the parking brakes off

22. A customer says, "The ABS light is on but my brakes feel fine." The likely parts the specialist names are:

- A. The master cylinder and brake fluid
- B. The clutch disc and pressure plate
- C. The water pump and thermostat
- D. Wheel speed sensors, tone rings, or a modulator valve

23. A customer wants to "rebuild" a spring brake chamber to save money. The specialist should warn:

- A. "Fill it with brake fluid first."
- B. "Disassembly increases its air capacity."
- C. "The spring section only adds service braking."

D. "The stored spring force is hazardous — it's sold as a sealed unit."

24. A customer asks what the slack adjuster does. The accurate reply is:

- A. "It stores compressed air for the spring brakes."
- B. "It multiplies pushrod force and takes up lining wear."
- C. "It reads each wheel's rotational speed."
- D. "It regulates the alternator's output."

25. A customer's air-system valves keep failing. The specialist explains the protective maintenance part is the:

- A. Master cylinder
- B. Tractor protection valve
- C. Air dryer cartridge
- D. Quick-release valve

26. A customer says, "My batteries keep dying even though they're new." The specialist should also consider:

- A. A clogged diesel particulate filter
- B. A worn front brake lining
- C. A misaligned front axle
- D. A weak alternator or corroded cables

27. A customer says, "The blower only works on the highest fan speed." The specialist names the likely failed part as the:

- A. A/C compressor

- B. Cabin air filter
- C. Heater core
- D. Blower motor resistor or speed control module

28. A customer says, "It just clicks once and won't crank, but the batteries are good." The specialist should pursue:

- A. A clogged cabin air filter
- B. A worn brake lining
- C. The starter solenoid
- D. A leaking charge-air boot

29. A customer demands "a bigger fuse because this one keeps blowing." The correct reply is:

- A. "Sure, I'll get you a 30-amp."
- B. "Let me jumper it instead."
- C. "The repeated blowing means a fault — I'll give you the correct rating and recommend a diagnosis."
- D. "That circuit doesn't really need protection."

30. A customer asks what wire gauge to use for a repair. The specialist replies that the gauge must:

- A. Be the thinnest available for easy routing
- B. Match the harness color for tracing
- C. Be uninsulated to shed heat
- D. Match or exceed the original gauge for the load

31. A customer says, "The truck cranks slow." Before selling a starter, the specialist checks:

- A. The batteries' charge and the cables

- B. The diesel particulate filter
- C. The front-end alignment
- D. The cabin air filter

32. A customer with an AMT tractor asks, "Does it need a torque converter rebuild?" The specialist clarifies:

- A. "No — an AMT uses a friction clutch, not a torque converter."
- B. "Yes, AMTs use torque converters."
- C. "It has no clutch or converter at all."
- D. "It needs double-clutching on every shift."

33. A customer reports "a clunk on acceleration and a vibration that gets worse with speed." The specialist points to a worn:

- A. Heater core
- B. Universal joint
- C. Cabin air filter
- D. Power steering reservoir

34. A customer with a tandem says, "Can I just put a different ratio in one axle?" The specialist warns:

- A. "Sure, it improves fuel economy."
- B. "It helps the cab heating."
- C. "It raises the cranking amps."
- D. "No — mismatched ratios cause binding, heat, and damage."

35. A customer asks, "What's the gear ratio on my truck?" The specialist explains it must be read from the:

- A. Differential or axle housing tag
- B. Exterior paint code
- C. Customer's verbal estimate alone
- D. Cab interior trim level

36. A vocational customer says, "I need maximum pulling power for heavy loads." The specialist recommends a:

- A. Numerically lower ratio for highway economy
- B. Non-drive axle conversion
- C. Numerically higher axle ratio
- D. Ratio that doesn't match the other axle

37. A customer asks what the power divider does on their tandem. The accurate reply:

- A. "It splits engine torque between the two drive axles."
- B. "It connects the engine to the transmission."
- C. "It maintains the truck's ride height."
- D. "It regulates the compressor pressure."

38. A customer's clutch keeps failing on a high-torque engine. The specialist suspects the clutch is:

- A. Painted the wrong color
- B. Underrated for the engine's torque output
- C. Matched to the wrong HVAC setting
- D. Geared to the wrong axle ratio

39. A customer asks, "What lets my driveshaft change length when the suspension moves?" The reply is:

- A. "The universal joint."
- B. "The slip joint, or slip yoke."
- C. "The ring and pinion."
- D. "The pitman arm."

40. A customer requests service involving "transmission fluid and filters and a torque converter." The specialist concludes the truck has:

- A. A fully automatic transmission
- B. A manual transmission clutch kit
- C. A non-synchronized crash box
- D. An AMT with a clutch pedal

41. A customer says, "My truck sits low and crooked at one corner." On air suspension, the specialist suspects the:

- A. Engine oil cooler
- B. Height control (leveling) valve
- C. Diesel particulate filter
- D. Power steering pump

42. A customer describes a tandem that "walks over rough ground on a big pivoting beam." The specialist identifies a:

- A. Pure air-bag suspension
- B. Walking-beam suspension
- C. MacPherson strut suspension
- D. Coil-spring suspension

43. A customer reports "loose, wandering steering." The first high-wear linkage part the specialist names is the:

- A. Radiator cap
- B. Oil filter
- C. Tie rod ends
- D. Brake drum

44. A customer says steering wanders and the front tires wear unevenly though the linkage feels tight. The specialist considers the:

- A. Cabin air filter
- B. Transmission torque converter
- C. Kingpins and bushings
- D. Exhaust muffler

45. A customer asks why their steer tires wear so fast. The specialist explains the cause is usually:

- A. Caster set at the steering column
- B. Incorrect toe, adjusted through the tie rod
- C. Camber set at the alternator
- D. Ride height set at the muffler

46. A customer asks what the pitman arm does. The accurate reply:

- A. "It connects the two steer wheels to each other."
- B. "It maintains the truck's ride height."
- C. "It houses the front wheel bearing."
- D. "It converts the steering gear's rotation into linkage motion."

47. A customer wants "just the kingpins." The specialist explains the set fitted to the axle also includes:

- A. Bushings, thrust bearings, and seals
- B. A blower motor resistor
- C. A DEF injector
- D. A radiator cap

48. A customer says, "There's a sweet smell, the windshield fogs up, and I'm losing coolant." The specialist names the likely part as the:

- A. Heater core
- B. Condenser
- C. Receiver-drier
- D. Expansion valve

49. A customer buying an A/C compressor asks, "Is that all I need?" The complete reply is:

- A. "Yes, just the compressor."
- B. "You'll also need the receiver-drier, refrigerant, and oil."
- C. "Add a front leaf spring while you're here."
- D. "You'll need a new clutch disc too."

50. A customer with a newer truck asks which refrigerant to buy, noting it's not R-12 or R-134a. The specialist replies:

- A. "Use R-22 household refrigerant."
- B. "Use engine coolant."
- C. "Use diesel exhaust fluid."
- D. "Your truck likely uses R-1234yf — let me confirm the label."

51. A customer says, "I get no air from any vent on any setting." The shared part the specialist suspects is the:

- A. A/C compressor clutch
- B. Blower motor
- C. Expansion valve
- D. Heater control valve

52. A customer asks which part cools and dries the cab air. The specialist answers:

- A. "The evaporator inside the HVAC case."
- B. "The heater core."
- C. "The condenser at the front."
- D. "The power steering reservoir."

53. A customer with a diesel asks for "spark plugs." The specialist explains:

- A. "Diesels use one plug per two cylinders."
- B. "They fire only on cold starts."
- C. "A diesel ignites by compression and has no spark plugs."
- D. "They share plugs with the A/C system."

54. A customer wants to rebuild the engine without pulling it. The specialist recommends:

- A. An exhaust aftertreatment assembly
- B. An inframe overhaul kit
- C. An HVAC service kit
- D. A brake reline kit

55. A customer's injectors failed after bad fuel. The specialist insists they also buy:

- A. The fuel filter and water separator
- B. A cabin air filter
- C. A brake air dryer
- D. A power steering filter

56. A customer with low power and black smoke blames the turbo. The cheaper part to check first is a:

- A. Worn brake lining
- B. Failed wheel speed sensor
- C. Split charge-air boot leaking boost
- D. Discharged battery

57. A customer asks why cooling the intake air helps. The specialist replies that the charge-air cooler:

- A. Filters soot from the exhaust
- B. Stores DEF for the SCR system
- C. Raises air density for better combustion
- D. Lubricates the turbo bearing

58. A customer servicing the cooling system is most completely served with:

- A. A clutch kit and flywheel
- B. Tie rod ends and kingpins
- C. The DPF and SCR catalyst
- D. The water pump, thermostat, coolant, hoses, and coolant filter

59. A customer asks for "diesel oil" for an emissions-equipped engine. The specialist insists on the correct spec because the wrong oil can:

- A. Raise the cold cranking amps
- B. Improve the air conditioning
- C. Damage the diesel particulate filter
- D. Change the axle gear ratio

60. A customer asks how often DEF needs topping up. The specialist explains DEF:

- A. Is a permanent fill that never needs refilling
- B. Is consumed continuously and refilled regularly
- C. Is the same fluid as engine coolant
- D. Is only used on gasoline engines

61. A customer asks which part traps soot and burns it off. The specialist identifies the:

- A. Diesel oxidation catalyst
- B. Diesel particulate filter (DPF)
- C. EGR cooler
- D. SCR catalyst

62. A customer's replacement turbo failed again within weeks. The specialist suspects the unaddressed cause is the:

- A. Front brake friction material
- B. Cabin air filter element
- C. Steering tie rod ends
- D. Oil supply or charge-air system

63. A customer asks what the EGR system does. The accurate reply:

- A. "It generates the spark to ignite the fuel."
- B. "It recirculates exhaust to lower combustion temperature and NOx."
- C. "It stores air for the parking brakes."
- D. "It converts hydraulic pressure into braking."

64. A customer asks how FIFO values the parts sold. The specialist explains the cost of goods sold reflects:

- A. A weighted average of all costs
- B. The newest purchase costs
- C. The oldest purchase costs
- D. The lowest cost recorded

65. A customer asks what triggers a reorder. The specialist explains the reorder point is:

- A. The stock level that signals it's time to replenish
- B. The order size that minimizes total cost
- C. The percentage of demand filled from stock
- D. The loss of inventory to theft

66. A manager asks what EOQ accomplishes. The specialist explains it:

- A. Minimizes the combined ordering and holding costs
- B. Always orders the supplier's maximum
- C. Eliminates the need for safety stock
- D. Guarantees a 100% fill rate

67. A manager asks how to keep the perpetual system accurate without a shutdown. The specialist suggests:

- A. Ignoring discrepancies until year-end
- B. Removing the perpetual system
- C. Cycle counting a rotating portion of stock
- D. Counting only on customer disputes

68. A customer asks what fill rate measures. The specialist explains it is the percentage of:

- A. Demand filled immediately from stock on hand
- B. Parts returned as defective
- C. Inventory lost to theft annually
- D. Suppliers delivering late

69. A manager asks what a cycle-count shortfall means. The specialist explains it indicates:

- A. Inventory shrinkage from loss or error
- B. A supersession of the part number
- C. A core credit owed to the customer
- D. The economic order quantity

70. A customer asks why unreturned cores matter. The specialist explains that cores left past the window:

- A. Gain value over time
- B. Become the staff's property
- C. Void the original sale
- D. Forfeit their credit, becoming lost money

Answer Key & Explanations

1. A — Ask for the VIN, axle position, and brake type to narrow it down. A vague "whatever fits" request must be narrowed by VIN, axle, and brake type before a part can be pulled. Identifying these prevents a wrong part on a system that could be air or hydraulic.
2. C — "Let me compare it against the catalog to identify it." A physical part on the counter is the most reliable identifier, matched against a catalog illustration. This serves the customer who lacks a number rather than turning them away.
3. B — "Let me read that back to you to confirm each digit." Reading a long number back confirms each digit and catches transposition before the order is placed. Accuracy outranks speed on a parts order.
4. D — "I understand — a wrong part on a down truck is a real problem. Let's fix it." Acknowledging the impact de-escalates before solving, which the down-truck customer values most. Blame and policy lectures escalate the conflict.
5. C — "Let me log this and check our network to locate it for you." Logging the lost sale captures unmet demand while offering to source the part serves the customer. Both actions add value where refusing does not.
6. C — States both availability and price clearly and completely. A digital reply should answer the full question — availability and price — since the customer can't immediately follow up. Complete written answers anticipate the next question.
7. A — "That model spans many engines and axles — I'll need the VIN to be sure." A model name alone narrows little on heavy trucks, so the VIN is needed for a correct clutch. The drivetrain details produce one answer.
8. B — "The premium one has a heavier bearing, so fewer failures and less downtime." Translating the feature into the uptime benefit reframes the difference as value, not just price. Customers buy outcomes, not attributes.

9. D — "That's a refundable core deposit — you get it back when you return the old unit." The core charge is a refundable deposit, not a fee or tax. Explaining this resolves the customer's confusion.

10. A — "A reman unit with a core charge fits your budget and your core." A reman unit matches a budget-focused customer with a rebuildable core, delivering savings with reliable performance. It fits the stated priority.

11. D — "Let's also cover the hardware kit, drums if worn, and wheel seals." A drum reline needs the hardware, drums if worn, and exposed wheel seals to complete the job. Anticipating these prevents a callback.

12. B — "A standard unit fits this use — no need for the premium." A light-duty truck the owner is about to sell does not warrant the premium part, so honest guidance avoids overselling. Matching the part to the use serves the customer.

13. B — "It's rebuilt to specification at a lower cost, with a core charge." A reman part is restored to a defined standard, sold below new with a core charge. It is not inferior or more expensive than new.

14. C — The operation's delivery service to their shop. A customer making repeated parts trips benefits genuinely from delivery, making it valuable service promotion. The other options serve the sale, not the customer.

15. A — "For that severe duty, you'll want the severe-service friction grade." Severe vocational service demands friction rated for its heat and load. The application drives the grade.

16. D — "It's the OE supplier's part sold under their own brand." OES parts come from the OE supplier branded by the supplier, offering OE-level quality at lower cost. They are neither salvage nor economy grade.

17. C — A hydraulic (or air-over-hydraulic) brake system. "Brake fluid" and a "master cylinder" are hydraulic-system terms, signaling the truck is not on pure air brakes. Identifying the system type guides the right parts.

18. D — "That truck uses drum shoes and linings — let me get those." S-cam drums use shoes and linings, not pads, so the specialist clarifies and supplies the correct parts. Confirming the type prevents a wrong part.

19. B — Insufficient air pressure or a spring-brake control fault. Spring brakes release only when air holds the springs off, so a no-release points to low air pressure or a control fault. The other options are unrelated systems.

20. D — Relay valve near the rear chambers. The relay valve supplies the rear chambers on signal, cutting the lag of air traveling the truck's length. It exists specifically to reduce brake lag.

21. C — Springs apply the parking brakes; air holds them off. Air holds the springs compressed to keep the parking brakes off, and the springs apply when air is released. This fail-safe design is why air loss applies the brakes.

22. D — Wheel speed sensors, tone rings, or a modulator valve. An ABS light with normal braking points to the ABS electronic layer, not the foundation brakes. Sensors, tone rings, and modulators are the likely parts.

23. D — "The stored spring force is hazardous — it's sold as a sealed unit." A spring brake chamber stores tremendous spring force and must be caged before service, so it is replaced as a sealed unit. The specialist should warn against disassembly.

24. B — "It multiplies pushrod force and takes up lining wear." The slack adjuster multiplies the chamber pushrod force and takes up lining wear via the S-camshaft. It does not store air or read speed.

25. C — Air dryer cartridge. The air dryer cartridge removes moisture and oil to protect downstream valves. A failed dryer leads to the valve failures described.

26. D — A weak alternator or corroded cables. Repeatedly killed batteries point to a weak alternator or corroded cables in the charging loop. Addressing the loop prevents the new batteries dying the same way.

27. D — Blower motor resistor or speed control module. Losing all but the highest fan speed is the classic failed-resistor symptom; the motor still runs. The resistor or speed control is the likely part.

28. C — The starter solenoid. With good batteries and a single click but no crank, the solenoid that should close the high-current circuit is the prime suspect. The other options are unrelated.

29. C — "The repeated blowing means a fault — I'll give you the correct rating and recommend a diagnosis." A blowing fuse signals an underlying fault, so the correct-rated fuse plus a diagnosis note is right. Upsizing or bypassing defeats the protection.

30. D — Match or exceed the original gauge for the load. Repair wire must carry at least the circuit's current, so it must match or exceed the original gauge. Undersized wire overheats.

31. A — The batteries' charge and the cables. Slow cranking usually traces to weak batteries or corroded cables, so these are checked before selling a starter. This avoids an unnecessary part and return.

32. A — "No — an AMT uses a friction clutch, not a torque converter." An AMT is a manual gearbox with automated actuators and a friction clutch, so it needs no converter rebuild. It simply has no clutch pedal.

33. B — Universal joint. A clunk on acceleration and speed-related vibration are classic worn-U-joint symptoms. U-joints are a top driveline wear part.

34. D — "No — mismatched ratios cause binding, heat, and damage." A mismatched ratio on a tandem makes the axles fight each other, causing binding, heat, and damage. Both drive axles must share the same ratio.

35. A — Differential or axle housing tag. The axle tag lists the make, model, and ratio, the authoritative source since axles are sometimes re-gearred. Paint and guesses are unreliable.

36. C — Numerically higher axle ratio. A higher numeric ratio multiplies torque more, giving the pulling power a loaded vocational truck needs. Lower ratios favor highway economy.

37. A — "It splits engine torque between the two drive axles." The inter-axle differential (power divider) splits torque between a tandem's two drive axles. The other statements describe unrelated components.

38. B — Underrated for the engine's torque output. A clutch that repeatedly fails on a high-torque engine is likely underrated for that torque. Matching the clutch to engine torque prevents early failure.

39. B — "The slip joint, or slip yoke." The splined slip joint lets the driveshaft change length as the suspension moves; U-joints handle angle. The ring and pinion and pitman arm serve other roles.

40. A — A fully automatic transmission. A torque converter with fluid-and-filter service identifies a true automatic, so automatic parts apply. Manuals and AMTs use a friction clutch instead.

41. B — Height control (leveling) valve. A corner sitting low on air suspension points to a faulty leveling valve. The valve maintains ride height regardless of load.

42. B — Walking-beam suspension. A pivoting beam that keeps both tandem axles in contact over rough ground defines the walking-beam design. Strut and coil designs are not used this way.

43. C — Tie rod ends. Tie rod ends are the highest-wear linkage part, and their wear produces looseness and wander. They are the first suspect for those symptoms.

44. C — Kingpins and bushings. Wander with uneven front wear and tight linkage points to worn kingpins and bushings, sold as a matched set fitted to the axle. They are the next component to consider.

45. B — Incorrect toe, adjusted through the tie rod. Incorrect toe scrubs the tires and is the leading alignment cause of rapid uneven wear, set through the tie rod. This links worn tie rod ends to tire wear.

46. D — "It converts the steering gear's rotation into linkage motion." The pitman arm bolts to the gear's output shaft and converts rotation into linkage motion. It does not link the wheels or house bearings.

47. A — Bushings, thrust bearings, and seals. A kingpin set fitted to the axle includes the pins, bushings, thrust bearings, and seals. The other listed items belong to unrelated systems.

48. A — Heater core. A sweet smell, fogged windshield, and coolant loss are classic signs of a leaking heater core, which carries engine coolant inside the case. It links HVAC to the cooling system.

49. B — "You'll also need the receiver-drier, refrigerant, and oil." Opening the refrigerant system compromises the drier's desiccant, so it must be replaced with fresh refrigerant and oil. Selling the compressor alone is incomplete.

50. D — "Your truck likely uses R-1234yf — let me confirm the label." R-1234yf is the newest refrigerant, succeeding R-12 and R-134a, and the underhood label confirms it. Selling the wrong type damages the system.

51. B — Blower motor. The blower moves cab air in every mode, so its failure kills all airflow regardless of setting. It is the shared air-handling element.

52. A — "The evaporator inside the HVAC case." The evaporator cools and dehumidifies the cab air inside the case. The heater core warms; the condenser sits at the front.

53. C — "A diesel ignites by compression and has no spark plugs." Diesels use compression ignition, so they have no spark plugs. Glow plugs only aid cold starting.

54. B — An inframe overhaul kit. The inframe kit rebuilds the engine in the chassis with liners, pistons, rings, bearings, and gaskets. It fits an in-chassis rebuild.

55. A — The fuel filter and water separator. Contaminated fuel destroys injectors, so the fuel filter and water separator are the essential companion. Dirty fuel is what killed the old injectors.

56. C — Split charge-air boot leaking boost. A leaking charge-air boot is a far cheaper cause of low power and smoke than the turbo itself. Checking it first can save an unnecessary turbocharger.

57. C — Raises air density for better combustion. Compressing air heats it and lowers density; cooling it in the charge-air cooler raises density for better combustion. Denser air supports more efficient power.

58. D — The water pump, thermostat, coolant, hoses, and coolant filter. A complete cooling service bundles the pump, thermostat, coolant, hoses, and coolant filter, which are serviced together. This anticipates the full job.

59. C — Damage the diesel particulate filter. Emissions diesels require low-ash oil; the wrong oil can harm the DPF. Matching the specification protects the aftertreatment.

60. B — Is consumed continuously and refilled regularly. DEF is consumed continuously as the SCR reduces NOx and must be refilled regularly. It is a recurring consumable, not a permanent fill.

61. B — Diesel particulate filter (DPF). The DPF traps soot and periodically regenerates by burning it off. The DOC oxidizes pollutants and the SCR reduces NOx.

62. D — Oil supply or charge-air system. A repeat turbo failure usually means an unaddressed oil-supply or charge-air problem. Selling another turbo without fixing the cause repeats the failure.

63. B — "It recirculates exhaust to lower combustion temperature and NOx." EGR routes some exhaust back to the intake, lowering peak combustion temperature and the NOx formed. It works with the DPF and SCR.

64. C — The oldest purchase costs. Under FIFO the first units in are sold first, so cost of goods sold reflects the oldest costs. Ending inventory holds the newest costs.

65. A — The stock level that signals it's time to replenish. The reorder point is the stock level that triggers replenishment, covering lead-time demand plus safety stock. EOQ sets how much, not when.

66. A — Minimizes the combined ordering and holding costs. EOQ is the order size where ordering and holding costs together are lowest. It does not maximize quantity or eliminate safety stock.

67. C — Cycle counting a rotating portion of stock. Cycle counting verifies a subset of inventory on a rotating schedule, keeping perpetual records accurate without a shutdown. It surfaces errors and shrinkage continuously.

68. A — Demand filled immediately from stock on hand. Fill rate is the percentage of demand met immediately from stock. A falling rate signals stockouts and lost sales.

69. A — Inventory shrinkage from loss or error. A cycle-count shortfall against the system record is shrinkage from theft, damage, or error. Cycle counts surface it for investigation.

70. D — Forfeit their credit, becoming lost money. Cores must be returned within the program window to recover their credit; missing it forfeits the value. Unreturned cores are lost money.