

# PRACTICE EXAM 12 SIMULATION

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1. If a specialist fills a vaguely described request without verifying it, the most likely result is:
  - A. A faster, more accurate transaction
  - B. A lower price for the customer
  - C. An automatic warranty claim
  - D. A wrong part shipped and a return
  
2. What happens when a specialist repeats each part-number character aloud while recording a phone order?
  - A. The call takes far longer with no benefit
  - B. The customer is discouraged from ordering
  - C. Transposition errors surface before the order is placed
  - D. The written record becomes unnecessary
  
3. If a specialist interrupts an angry customer to defend the company before the complaint is finished, the likely effect is:
  - A. The customer's frustration escalates
  - B. The customer immediately calms down
  - C. The problem is solved faster
  - D. The complaint is automatically resolved
  
4. What is the consequence of never recording requests that can't be filled from stock?
  - A. The operation loses visibility into unmet demand

- B. The fill rate automatically reaches 100%
- C. Completed sales are double-counted
- D. Core charges are refunded twice

5. If a specialist promises a delivery date they cannot confirm and it slips, the predictable result is:

- A. The customer trusts the specialist more
- B. The order is automatically cancelled
- C. The supplier absorbs the delay penalty
- D. Eroded trust and a frustrated customer

6. What happens if a specialist treats "it's a Freightliner" as enough to look up a clutch?

- A. The correct clutch is guaranteed
- B. The engine and transmission are identified precisely
- C. The axle ratio is set automatically
- D. A wrong part is likely, since the model spans many drivetrains

7. If a specialist follows up after resolving a complaint to confirm the fix held, the likely outcome is:

- A. The manufacturer's warranty is voided
- B. The original sale no longer needs documentation
- C. Stronger trust that retains the account
- D. A higher core charge on the part

8. What is the likely result of selling only a clutch disc when the pressure plate and bearings are also worn?

- A. The technician calls back mid-job for the companion parts

- B. The clutch lasts twice as long
- C. The core charge is waived
- D. The transmission ratio changes

9. If a specialist recommends an economy lining for a severe-service vocational truck, the predictable consequence is:

- A. Longer life than a severe-service grade
- B. Premature fade and failure under heat and load
- C. Improved stopping in severe duty
- D. No effect, since grade is irrelevant

10. What happens to the customer's money when a reman part's core is returned in rebuildable condition?

- A. It is kept as a remanufacturing fee
- B. It is forwarded to the government as tax
- C. It is lost permanently
- D. The core charge is refunded

11. If a specialist pushes a premium part onto a light-duty truck the owner is about to sell, the result is best described as:

- A. Appropriate upselling
- B. A required ASE practice
- C. Overselling that serves the sale, not the customer
- D. An impossible fitment

12. What is the consequence of selling an A/C compressor without the receiver-drier when the system is opened?

- A. The compressor runs cooler
- B. Moisture left in the system can damage the new compressor
- C. The refrigerant lasts longer
- D. The system self-charges

13. If a customer is offered a reman unit with a core charge instead of a costly OE part, the likely benefit to a budget-focused buyer is:

- A. A higher total cost
- B. An untested part with no standard
- C. A loss of all warranty
- D. Reliable performance at a lower price

14. What happens if a specialist provides an OES part to a customer wanting OE quality at lower cost?

- A. The customer receives a salvage part
- B. The customer gets OE-supplier quality under another brand at lower cost
- C. The customer overpays versus OE
- D. The customer receives an economy-only grade

15. If a specialist promotes a delivery service to a shop that makes frequent parts trips, the likely effect is:

- A. A genuine convenience that deepens the relationship
- B. A prohibited sales violation
- C. An unneeded premium upsell
- D. No benefit to the customer

16. What results when a specialist anticipates related items for a brake job?

- A. The customer is overcharged for unrelated parts
- B. The sale is delayed for manager approval
- C. The technician avoids a mid-job callback
- D. The customer is discouraged from buying

17. If a specialist assumes air-brake parts for a medium-duty truck whose complaint mentions a master cylinder, the result is:

- A. Wrong parts, since the master cylinder indicates a hydraulic system
- B. The correct hydraulic parts on the first try
- C. A correctly identified air system
- D. No effect on the part selection

18. What happens if a truck on air brakes loses all system air pressure while parked?

- A. The brakes fully release and the truck can roll
- B. The spring brakes apply automatically as the springs are released
- C. A hydraulic backup holds the truck
- D. Nothing changes until the engine restarts

19. If a long-wheelbase truck has no relay valve near the rear chambers, the predictable result is:

- A. Brake lag, with the rear brakes applying later than the fronts
- B. Faster rear brake application
- C. Loss of the parking brake function
- D. A discharged battery

20. What is the consequence of installing a fuse rated well above the circuit's design on a truck?

- A. The circuit charges the battery faster
- B. The intake air is cooled
- C. The axle ratio increases
- D. The wiring is no longer protected and can overheat or burn

21. If a customer keeps applying the service and spring brakes together, the likely result is:

- A. Compounding that can damage brake components
- B. Improved stopping distance
- C. Faster air-system charging
- D. Longer brake lining life

22. What happens to an S-cam drum brake's stopping ability if the slack adjusters are badly worn?

- A. Braking improves due to extra travel
- B. Braking degrades as pushrod force is poorly transmitted
- C. The parking brake releases automatically
- D. The compressor cuts out early

23. If an air dryer cartridge is neglected on a truck, the predictable downstream effect is:

- A. The alternator output rises
- B. Moisture and oil damage the air-system valves
- C. The battery overcharges
- D. The axle ratio changes

24. What is the likely consequence of selling foundation brake shoes for an ABS warning light with otherwise normal braking?

- A. The ABS fault remains, since it lies in sensors or modulators
- B. The ABS light clears immediately
- C. The foundation brakes are upgraded to disc
- D. The parking brake is restored

25. If a spring brake chamber is disassembled without caging the spring, the predictable hazard is:

- A. The chamber gains air capacity
- B. The service braking improves
- C. The core charge is reduced
- D. Sudden release of dangerous spring force

26. What happens to a large diesel's cold-weather starting if its batteries fall well below the required CCA?

- A. Starting improves in the cold
- B. The alternator output increases
- C. The reserve capacity rises
- D. The engine cranks weakly or fails to start

27. If a charging system's alternator is weak, the predictable result over time is:

- A. The batteries overcharge and last longer
- B. The starter cranks faster
- C. The batteries discharge and the truck eventually won't start
- D. The HVAC blower runs faster

28. What is the likely cause when a blower fan runs only on its highest speed?

- A. A failed blower motor resistor or speed control
- B. A failed A/C compressor
- C. A clogged heater core
- D. A leaking condenser

29. If repair wire of too small a gauge is used on a high-current circuit, the predictable result is:

- A. The wire overheats under the load
- B. Current flows more efficiently
- C. The circuit resistance drops to zero
- D. The fuse rating increases

30. What happens if the starter solenoid fails to close the high-current circuit when the key is turned?

- A. The engine cranks faster than normal
- B. The engine will not crank, often with a click
- C. The alternator overcharges
- D. The intake air is cooled

31. If a truck cranks slowly and the batteries and cables test good, the most likely remaining cause is:

- A. A clogged diesel particulate filter
- B. A misaligned front axle
- C. The starter motor itself
- D. A worn cabin air filter

32. What is the predictable result of mismatched gear ratios across a tandem's two drive axles?

- A. Driveline binding, heat, and component damage
- B. Improved highway fuel economy
- C. Better cab heating
- D. Higher battery output

33. If a worn universal joint is left unaddressed, the likely progression is:

- A. Improved driveline smoothness
- B. Lower fuel consumption
- C. Increasing vibration and eventual joint failure
- D. A change in the axle ratio

34. What happens if a clutch is installed that is underrated for the engine's torque output?

- A. The clutch outlasts the engine
- B. The fuel economy improves
- C. The gear ratio changes
- D. The clutch fails prematurely under the load

35. If a fully automatic transmission's fluid is neglected and contaminated, the predictable effect is:

- A. The friction clutch wears faster
- B. Internal damage to the transmission's clutch packs and valve body
- C. A higher axle gear ratio
- D. Improved cab cooling

36. What results when a vocational truck needing heavy startability is geared with a numerically low ratio?

- A. Maximum pulling power under load
- B. Better startability with heavy loads
- C. Higher torque to the wheels
- D. Reduced startability, favoring highway cruising instead

37. If a specialist quotes axle parts from the truck model alone without checking the differential tag, the likely result is:

- A. Wrong parts, since ratios and axle makes vary within a model
- B. A guaranteed correct ratio
- C. An improved fill rate
- D. A lower core charge

38. What is the predictable consequence of a split charge-air boot on a turbocharged diesel?

- A. Increased boost pressure
- B. Improved fuel economy
- C. Cooler engine coolant
- D. Lost boost, causing low power and black smoke

39. If an AMT is treated as a torque-converter automatic and quoted a converter rebuild, the result is:

- A. The correct repair is performed
- B. The clutch is correctly serviced
- C. A wrong part, since an AMT uses a friction clutch
- D. The transmission gains a clutch pedal

40. What happens to driveline behavior if a slip joint seizes and cannot change length?

- A. The driveshaft becomes more flexible
- B. The U-joints are relieved of all load
- C. The axle ratio changes
- D. Binding and stress as the suspension moves

41. If an air-suspension truck's height control valve fails, the predictable result is:

- A. The truck always sits perfectly level
- B. The truck sits too low, too high, or unevenly
- C. The brakes apply automatically
- D. The alternator overcharges

42. What happens to a vocational tandem's ride over rough terrain if the walking-beam saddle bushings are badly worn?

- A. The ride improves with extra play
- B. The axles lock together permanently
- C. Excess movement, noise, and poor load distribution
- D. The battery discharges

43. If worn tie rod ends are left in service, the predictable effect on the steer tires is:

- A. More even tire wear
- B. Rapid, uneven tire wear from disturbed toe
- C. Improved steering precision
- D. No effect on the tires

44. What results from worn kingpins and bushings on a steer axle?

- A. Steering looseness, wander, and uneven tire wear
- B. Improved steering response
- C. Loss of engine oil pressure
- D. A discharged battery

45. If a steer axle's toe is set incorrectly, the most direct consequence is:

- A. Rapid, uneven tire wear
- B. Loss of air-conditioning performance
- C. A drained battery
- D. A higher axle ratio

46. What happens if a generic kingpin set not matched to the axle is installed?

- A. It improves steering precision
- B. It reduces the core charge
- C. It may not fit, since front axles vary in make and capacity
- D. It raises the cold cranking amps

47. If suspension and steering bushings are ignored as a wear item, the likely result is:

- A. Improved alignment over time
- B. Looseness, noise, and alignment drift
- C. Higher battery output
- D. Better fuel economy

48. What is the predictable consequence of a leaking heater core?

- A. Coolant loss, a sweet smell, and a fogged windshield
- B. A discharged battery
- C. A higher axle ratio
- D. Loss of brake air pressure

49. If a truck's blower motor fails entirely, the predictable effect is:

- A. Only the heating fails
- B. Only the cooling fails
- C. Both heating and cooling lose airflow
- D. The refrigerant is lost

50. What happens if incompatible refrigerant types are mixed in an A/C system?

- A. The system cools more efficiently
- B. System damage and a regulatory violation
- C. The compressor runs cooler
- D. The refrigerant lasts longer

51. If the A/C system is opened and the receiver-drier is not replaced, the predictable result is:

- A. The compressor runs cooler
- B. The refrigerant lasts longer
- C. The system self-charges
- D. Moisture left in the system can corrode and damage components

52. What happens to combustion if a diesel's air filter becomes severely restricted?

- A. Combustion improves with less air
- B. The engine produces more power
- C. The engine is starved of air, losing power and economy
- D. The axle ratio increases

53. If a diesel is treated as needing spark plugs, the result is:

- A. A wrong part, since a diesel ignites by compression
- B. Improved cold starting
- C. The correct ignition repair
- D. A faster idle

54. What is the predictable consequence of installing injectors without replacing the contaminated fuel filters?

- A. The new injectors last longer
- B. The fuel economy improves
- C. The axle ratio changes
- D. The new injectors fail from the same contamination

55. If a turbocharger's oil supply is restricted, the predictable result is:

- A. Premature turbocharger failure
- B. Improved boost pressure
- C. Cooler engine coolant
- D. A higher gear ratio

56. What happens to intake-air density if the charge-air cooler is bypassed or fails?

- A. Hotter, less dense intake air reduces combustion efficiency
- B. Cooler, denser air improves combustion
- C. The exhaust is filtered of soot
- D. The turbo bearing is lubricated

57. If a coolant leak from the water pump is ignored, the predictable result is:

- A. Improved cab heating
- B. A higher cold cranking rating
- C. Engine overheating from loss of coolant circulation
- D. A change in the axle ratio

58. What happens if the wrong (non-low-ash) oil is used in an emissions-equipped diesel?

- A. The cold cranking amps rise
- B. The air conditioning improves
- C. The axle ratio changes
- D. The diesel particulate filter can be damaged

59. If an SCR-equipped truck runs out of DEF, the predictable effect is:

- A. The engine gains power
- B. The SCR cannot reduce NOx and emissions controls are affected
- C. The turbo spins faster
- D. The brakes apply automatically

60. What happens to a DPF that is never allowed to regenerate and keeps accumulating soot?

- A. It produces more power
- B. It improves fuel economy
- C. It clogs and may require cleaning or replacement
- D. It converts NO<sub>x</sub> to nitrogen

61. If an EGR system is inoperative, the predictable effect on emissions is:

- A. Lower combustion temperatures
- B. Reduced NO<sub>x</sub> formation
- C. Higher combustion temperatures and increased NO<sub>x</sub>
- D. No effect on emissions

62. What is the predictable result if a replacement turbo is installed without addressing the original oil-supply problem?

- A. The new turbo lasts indefinitely
- B. The fuel economy improves
- C. The brakes apply automatically
- D. The new turbo also fails prematurely

63. If a diesel's fuel is contaminated with water and the separator is bypassed, the predictable result is:

- A. Improved injector spray
- B. Better fuel economy
- C. Cooler combustion
- D. Injector and pump damage from water and contaminants

64. Under FIFO in a rising-cost period, what happens to the value of the remaining inventory?

- A. It is valued at the lowest cost ever recorded
- B. It is valued at a blended average only
- C. It is valued at the newest (higher) costs
- D. It is valued at the oldest (lower) costs

65. What is the predictable consequence of setting the reorder point below lead-time demand?

- A. Excess holding cost only
- B. Stockouts before replenishment arrives
- C. A higher fill rate
- D. Lower ordering cost with no downside

66. If a manager orders far more than the EOQ each time, the predictable effect is:

- A. Lower holding cost
- B. Higher holding cost from excess inventory
- C. A guaranteed 100% fill rate
- D. Elimination of ordering cost

67. What happens to a perpetual inventory system's accuracy if cycle counts are never performed?

- A. It becomes more accurate on its own
- B. The fill rate automatically rises
- C. Undetected errors and shrinkage make records drift from reality
- D. Obsolete stock disappears

68. If a department's fill rate steadily falls, the most likely underlying cause is:

- A. Excess safety stock
- B. Too many completed sales
- C. Stockouts of parts customers actually request
- D. Over-frequent cycle counting

69. What is the consequence of leaving returnable cores unshipped past the supplier's return window?

- A. The cores gain value over time
- B. The credit is forfeited, becoming lost money
- C. The cores become the staff's property
- D. The original sale is voided

70. If a warranty claim is submitted without the required failed part, the predictable result is:

- A. The claim is paid in full automatically
- B. The claim is likely denied, leaving the operation to absorb the cost
- C. The core charge is doubled
- D. The part's gear ratio changes

## Answer Key & Explanations

1. D — A wrong part shipped and a return. Filing a vague request without verification risks the wrong part and a return. The confirm-and-clarify step exists to prevent exactly this.
2. C — Transposition errors surface before the order is placed. Reading each character aloud catches transposition mistakes while they can still be fixed. Accuracy outranks call speed.
3. A — The customer's frustration escalates. Interrupting to defend before the complaint is finished confirms the customer's frustration and escalates it. De-escalation requires listening first.

4. A — The operation loses visibility into unmet demand. Logging only completed sales hides the requests that went unfilled, blinding the operation to demand it should stock. Lost-sale data drives stocking.
5. D — Eroded trust and a frustrated customer. Overpromising a date that slips erodes trust, since the customer relies on the commitment. Honest timing protects the relationship.
6. D — A wrong part is likely, since the model spans many drivetrains. A model name alone covers many engine, transmission, and axle combinations, so a clutch lookup from it risks a wrong part. The VIN and drivetrain details produce one answer.
7. C — Stronger trust that retains the account. Following up to confirm a fix held builds the trust that retains accounts. It does not replace documentation or warranty.
8. A — The technician calls back mid-job for the companion parts. The disc, pressure plate, and bearings wear together, so selling the disc alone leaves the technician calling back mid-job. The companion parts belong in the sale.
9. B — Premature fade and failure under heat and load. An economy lining cannot handle severe vocational heat and load, so it fades and fails early. The application demands the higher grade.
10. D — The core charge is refunded. Returning the rebuildable core refunds the deposit. The core charge is refundable, not a fee, tax, or permanent loss.
11. C — Overselling that serves the sale, not the customer. Pushing a premium part onto a light-duty, soon-to-be-sold truck serves the sale rather than the customer, which is overselling. Upselling would match the grade to a genuine need.
12. B — Moisture left in the system can damage the new compressor. Skipping the drier leaves moisture that corrodes and can destroy the new compressor. The drier must be replaced whenever the system is opened.

13. D — Reliable performance at a lower price. A reman unit delivers reliable, spec-rebuilt performance at a lower price than OE, fitting a budget-focused buyer. It is not untested or warranty-free.

14. B — The customer gets OE-supplier quality under another brand at lower cost. An OES part comes from the OE supplier under its own brand, giving OE-level quality at lower cost. It is neither salvage nor economy grade.

15. A — A genuine convenience that deepens the relationship. Delivery to a shop that makes frequent parts trips is a real convenience that strengthens the relationship. It is value-adding service, not an upsell or violation.

16. C — The technician avoids a mid-job callback. Anticipating related items means the technician has what the job needs and avoids a callback. It serves the customer by completing the repair.

17. A — Wrong parts, since the master cylinder indicates a hydraulic system. A "master cylinder" signals a hydraulic system, so assuming air-brake parts yields wrong parts. Identifying the system type comes first.

18. B — The spring brakes apply automatically as the springs are released. Losing all air releases the springs, which apply the brakes — the fail-safe design. Air loss applies, not releases, braking.

19. A — Brake lag, with the rear brakes applying later than the fronts. Without a relay valve, air takes too long to reach the rear, causing brake lag. The relay valve exists to supply the rear chambers promptly.

20. D — The wiring is no longer protected and can overheat or burn. An oversized fuse no longer protects the wiring, risking overheating and fire. Fuse rating must match the circuit's design.

21. A — Compounding that can damage brake components. Applying the service and spring brakes together is compounding, which stacks forces and can damage components. Anti-compounding features prevent it.

22. B — Braking degrades as pushrod force is poorly transmitted. The slack adjuster multiplies pushrod force and takes up wear, so badly worn units transmit force poorly and braking degrades. Proper adjustment is essential.

23. B — Moisture and oil damage the air-system valves. A neglected air dryer admits moisture and oil that damage the downstream valves. Replacing the cartridge protects them.

24. A — The ABS fault remains, since it lies in sensors or modulators. An ABS light with normal braking involves the ABS electronic layer, so foundation shoes would not fix it. The fault stays until the sensor or modulator is addressed.

25. D — Sudden release of dangerous spring force. A spring brake chamber stores tremendous force, so disassembly without caging risks a sudden, dangerous release. It is sold as a sealed unit for this reason.

26. D — The engine cranks weakly or fails to start. Batteries below the required CCA cannot deliver the cold-cranking current, so the engine cranks weakly or won't start. CCA is the cold-start spec.

27. C — The batteries discharge and the truck eventually won't start. A weak alternator fails to recharge the batteries, which discharge until the truck won't start. The charging loop must keep the batteries topped up.

28. A — A failed blower motor resistor or speed control. A fan stuck on high speed is the classic failed-resistor symptom; the motor still runs. The resistor or speed control is the cause.

29. A — The wire overheats under the load. Wire too small for a high-current circuit overheats. Gauge must match the load.

30. B — The engine will not crank, often with a click. If the solenoid can't close the high-current circuit, the starter gets no power and the engine won't crank, often with a click. The solenoid is essential to cranking.

31. C — The starter motor itself. With batteries and cables confirmed good, the next slow-crank suspect is the starter motor. The other options don't affect cranking speed.

32. A — Driveline binding, heat, and component damage. Mismatched ratios make the tandem axles fight each other, causing binding, heat, and damage. Both drive axles must share the same ratio.

33. C — Increasing vibration and eventual joint failure. A worn U-joint produces growing vibration and, if neglected, fails catastrophically. It is a high-wear part that should be addressed.

34. D — The clutch fails prematurely under the load. A clutch underrated for the engine's torque fails early under that load. Matching the clutch to engine torque prevents this.

35. B — Internal damage to the transmission's clutch packs and valve body. A true automatic depends on clean fluid, so neglected, contaminated fluid damages the clutch packs and valve body. Fluid service is critical on automatics.

36. D — Reduced startability, favoring highway cruising instead. A numerically low ratio favors highway economy, not startability, so a heavy-load vocational truck would lack startability. A higher ratio is needed for pulling power.

37. A — Wrong parts, since ratios and axle makes vary within a model. The same model is built with different axle makes and ratios, so quoting from the model alone risks wrong parts. The differential tag is the authority.

38. D — Lost boost, causing low power and black smoke. A split charge-air boot leaks boost pressure, producing low power and black smoke. It mimics a turbo problem at far lower cost.

39. C — A wrong part, since an AMT uses a friction clutch. An AMT is a manual gearbox with a friction clutch, not a torque converter, so a converter rebuild is the wrong repair. It simply has no clutch pedal.

40. D — Binding and stress as the suspension moves. The slip joint lets the driveshaft change length; if it seizes, the driveline binds and is stressed as the suspension moves. Free slip is essential.

41. B — The truck sits too low, too high, or unevenly. A failed leveling valve cannot maintain ride height, leaving the truck sitting low, high, or uneven. The valve adjusts air to hold height.

42. C — Excess movement, noise, and poor load distribution. Worn saddle bushings allow excess movement and noise and undermine the beam's load distribution. They are a major walking-beam wear point.
43. B — Rapid, uneven tire wear from disturbed toe. Worn tie rod ends introduce play that disturbs toe, scrubbing the tires unevenly. This is why worn ends cause tire wear.
44. A — Steering looseness, wander, and uneven tire wear. Worn kingpins and bushings produce steering play, wander, and uneven tire wear. They are a steer-axle wear point.
45. A — Rapid, uneven tire wear. Incorrect toe scrubs the tires and is the leading alignment cause of rapid uneven wear. It is set through the tie rod.
46. C — It may not fit, since front axles vary in make and capacity. Kingpin sets must match the specific axle's make and capacity, so a generic set may not fit. The set must match the axle.
47. B — Looseness, noise, and alignment drift. Ignored worn bushings cause looseness, noise, and alignment drift. They are a common, overlooked wear item.
48. A — Coolant loss, a sweet smell, and a fogged windshield. A leaking heater core loses engine coolant and produces a sweet smell and fogged windshield. It links the HVAC complaint to the cooling system.
49. C — Both heating and cooling lose airflow. The blower serves both modes, so its total failure disables airflow for heating and cooling alike. It is the shared air-handling element.
50. B — System damage and a regulatory violation. Refrigerant types are not interchangeable; mixing them damages the system and violates regulations. The type must be confirmed before service.
51. D — Moisture left in the system can corrode and damage components. Skipping the drier leaves moisture that corrodes and damages A/C components. The drier must be replaced whenever the system is opened.

52. C — The engine is starved of air, losing power and economy. A severely restricted air filter starves the engine of air, hurting power and fuel economy. Regular filter replacement protects performance.

53. A — A wrong part, since a diesel ignites by compression. Diesels ignite by compression and have no spark plugs, so quoting them is a wrong part. Glow plugs only aid cold starting.

54. D — The new injectors fail from the same contamination. Leaving the contaminated filters lets the same dirty fuel destroy the new injectors. The filters are the essential companion.

55. A — Premature turbocharger failure. Turbos are oil-lubricated and sensitive to oil supply, so a restricted feed causes premature failure. The oil supply must be addressed.

56. A — Hotter, less dense intake air reduces combustion efficiency. Without the charge-air cooler, intake air stays hot and less dense, reducing combustion efficiency. The cooler restores density.

57. C — Engine overheating from loss of coolant circulation. A neglected water-pump leak loses coolant and circulation, leading to overheating. The pump must circulate coolant to control temperature.

58. D — The diesel particulate filter can be damaged. Emissions diesels need low-ash oil; the wrong oil can harm the DPF. Matching the specification protects the aftertreatment.

59. B — The SCR cannot reduce NO<sub>x</sub> and emissions controls are affected. Without DEF the SCR cannot convert NO<sub>x</sub>, affecting emissions compliance and often engine operation. DEF must be kept filled.

60. C — It clogs and may require cleaning or replacement. A DPF that never regenerates accumulates soot until it clogs, requiring cleaning or replacement. Regeneration burns off the trapped soot.

61. C — Higher combustion temperatures and increased NO<sub>x</sub>. EGR lowers combustion temperature and NO<sub>x</sub>, so an inoperative EGR raises both. It works to reduce NO<sub>x</sub> at the source.

62. D — The new turbo also fails prematurely. Installing a turbo without fixing the oil-supply cause leaves the same condition that killed the original. The new turbo fails the same way.

63. D — Injector and pump damage from water and contaminants. Bypassing the water separator lets water and contaminants reach and damage the injectors and pump. Filtration protects the injection system.

64. C — It is valued at the newest (higher) costs. Under FIFO the oldest units are sold first, so remaining inventory holds the newest, higher costs in a rising-cost period. Cost of goods sold reflects the oldest costs.

65. B — Stockouts before replenishment arrives. A reorder point below lead-time demand runs the shelf to zero before stock arrives. Covering lead-time demand prevents the stockout.

66. B — Higher holding cost from excess inventory. Ordering far above EOQ ties up excess inventory, raising holding cost. EOQ balances ordering against holding cost.

67. C — Undetected errors and shrinkage make records drift from reality. Without cycle counts, errors and shrinkage accumulate undetected and the perpetual records drift from reality. Cycle counting keeps them accurate.

68. C — Stockouts of parts customers actually request. A falling fill rate signals the operation is out of the parts customers want, causing lost sales. The fix is adjusting reorder points and stocking levels.

69. B — The credit is forfeited, becoming lost money. Cores left past the return window forfeit their credit, becoming lost money. They must be returned within program terms.

70. B — The claim is likely denied, leaving the operation to absorb the cost. A warranty claim without the required failed part is likely denied, leaving the operation to eat the cost. Following the procedure protects the credit.