PRACTICE EXAM 13 SIMULATION

1. A customer gives an incomplete part request during a rush. The most appropriate action is to:

A. Pull the most common part to save time

B. Refuse service until the line clears

C. Ask the clarifying questions needed to identify the part correctly

D. Guess based on the truck parked outside

2. A phone customer dictates a long part number quickly. The best practice is to:

A. Write it down only after the call ends

B. Quote the price and skip the number

C. Shorten it to the last four digits

D. Read each character back to confirm before placing the order

3. A customer arrives visibly angry about a previous error. The most professional first action is to:

A. Quote the replacement price immediately

B. Explain the return policy line by line

C. Listen fully without interrupting or defending

D. Point out the customer's earlier mistake

4. The most appropriate way to handle a request the operation cannot fill from stock is to:

A. Record the lost sale and offer to locate or source the part

B. Tell the customer the part no longer exists

C. Delete the inquiry from the system

D. Substitute a part you know won't fit

5. A customer special-orders a part with a deposit. Best practice for the specialist is to:

A. Cancel the order if the customer doesn't follow up

B. Notify the customer promptly when the part arrives

C. Resell the part to the first walk-in

D. Hold the part without recording the order

6. When a customer's request lacks one key detail like axle position, the most appropriate action is to:

A. Assume the most common option and proceed

B. Quote every option and let them decide

C. Ask a focused closed-ended question to confirm it

D. End the conversation until they know more

7. The most appropriate reason to record customer transactions accurately even when busy is that:

A. The system deletes unrecorded sales at closing

B. Accurate records ensure correct billing and allow tracing

C. Only cash sales require records

D. Recording wastes valuable counter time

8. A customer buying a water pump is ready to pay. The most appropriate practice is to:

A. Add an unrelated air freshener

B. Sell only the pump as requested

C. Push the most expensive part regardless of need

D. Suggest the coolant, thermostat, gaskets, and belt the job needs

9. A customer insists on a part you know will not fit their truck. The most professional action is to:

A. Sell it to avoid an argument

B. Refuse all further service

C. Order it and let the technician find out

D. Explain clearly why it won't work and offer the correct alternative

10. The most appropriate way to justify a premium part's higher price is to:

A. Connect it to fewer failures and reduced downtime

B. State the store profits more on premium parts

C. Say the customer must buy the best

D. Claim premium parts are simply marked up

11. The most appropriate way to explain a core charge to a confused customer is that it is:

A. A non-refundable rebuilding fee

B. A government tax on rebuilt parts

C. A penalty for choosing reman

D. A refundable deposit returned with the old unit

12. A budget-focused customer with a rebuildable core asks for the lowest reasonable cost. The most appropriate offer is:

A. The most expensive OE part

B. A salvage part of unknown condition

C. No alternative at all

D. A remanufactured unit with a core charge

13. A customer requests friction parts for a severe-service dump truck. The most appropriate recommendation is the:

A. Severe-service grade rated for heat and load

B. Cheapest economy lining available

C. A passenger-car pad substitute

D. Whatever grade is overstocked

14. The most appropriate description of upselling, done properly, is:

A. Guiding a customer to a higher-value option that suits their use

B. Adding unrelated items to inflate the total

C. Pushing the most expensive part on everyone

D. Refusing to present any alternative

15. A customer wants OE quality at a lower price. The most appropriate option to present is:

A. A salvage part of unknown history

B. The cheapest economy aftermarket grade

C. A part identical to OE in brand and price

D. An OES part from the OE supplier under its own brand

16. The most appropriate moment to promote the operation's delivery service is when:

A. The customer specifically asked to avoid it

B. It would force an unneeded purchase

C. It has no benefit to the customer

D. A busy shop makes frequent parts trips

17. A medium-duty truck's complaint mentions a master cylinder. The most appropriate first step is to:

A. Quote air-brake spring chambers

B. Identify the system as hydraulic before quoting parts

C. Assume the truck has no brakes

D. Order a turbocharger seal

18. A customer requests "pads" for a tractor confirmed to run S-cam drum brakes. The most appropriate action is to:

A. Sell disc pads since terms are interchangeable

B. Refuse the sale because the truck is old

C. Clarify the type and supply the correct shoes and linings

D. Order pads and let the technician adapt

19. The most appropriate explanation of why a parked truck's brakes apply when air is lost is that:

A. Springs apply the brakes once air no longer holds them off

B. A hydraulic backup engages

C. The battery locks the wheels

D. Engine compression slows the truck

20. A customer reports the rear brakes lag on a long truck. The most appropriate component to discuss is the:

A. Master cylinder

B. Cabin blend door

C. Alternator regulator

D. Relay valve near the rear chambers

21. A customer asks to disassemble a spring brake chamber to save money. The most appropriate response is to:

A. Explain how to take it apart safely

B. Tell them it improves air capacity

C. Warn that the stored spring force is hazardous; it's a sealed unit

D. Suggest filling it with brake fluid first

22. A customer reports an ABS light with normal braking. The most appropriate parts to consider are:

A. Wheel speed sensors, tone rings, or a modulator valve

B. The master cylinder and brake fluid

C. The clutch disc and pressure plate

D. The water pump and thermostat

23. The most appropriate part to recommend as a maintenance item that protects air-system valves is the:

A. Master cylinder

B. Tractor protection valve

C. Air dryer cartridge

D. Quick-release valve

24. A customer doing a drum reline asks what else the job needs. The most appropriate answer covers:

A. A new master cylinder and brake fluid

B. The diesel particulate filter and DEF

C. A replacement steering gear box

D. Hardware kits, drums if worn, and wheel seals

25. A customer's slack adjusters are worn. The most appropriate explanation of their role is that they:

A. Store compressed air for the spring brakes

B. Detect each wheel's rotational speed

C. Regulate the compressor cut-out

D. Multiply pushrod force and take up lining wear

26. A truck keeps killing new batteries. The most appropriate next step is to:

A. Test the alternator output and inspect the cables

B. Replace the diesel particulate filter

C. Sell a larger fuel tank

D. Adjust the front-end alignment

27. A customer demands a higher-amperage fuse because the original keeps blowing. The most appropriate and safe response is to:

A. Sell the larger fuse as requested

B. Bypass the fuse with a jumper

C. Supply the correct rating and advise diagnosing the fault

D. Tell them the circuit needs no protection

28. A blower fan works only on its highest speed. The most appropriate part to recommend is the:

A. Blower motor resistor or speed control module

B. A/C compressor

C. Heater core

D. Condenser

29. A truck clicks once and won't crank, with strong batteries. The most appropriate component to pursue is the:

A. Diesel particulate filter

B. Cabin air filter

C. Charge-air boot

D. Starter solenoid

30. The most appropriate way to select repair wire for a circuit is to:

A. Match or exceed the original gauge for the load

B. Choose the thinnest gauge for easy routing

C. Use uninsulated wire to shed heat

D. Pick any gauge regardless of load

31. A truck cranks slowly. The most appropriate first check before selling a starter is the:

A. Diesel particulate filter

B. Batteries' charge and the cables

C. Front-end alignment

D. Cabin air filter

32. A customer with an AMT asks about a torque-converter rebuild. The most appropriate clarification is that an AMT:

A. Uses a friction clutch, not a torque converter

B. Has no clutch or converter at all

C. Uses a torque converter like an automatic

D. Requires double-clutching every shift

33. A driveline clunks on acceleration and vibrates with speed. The most appropriate part to consider is the:

A. Universal joint

B. Heater core

C. Cabin air filter

D. Power steering reservoir

34. A customer wants a different ratio in one axle of a tandem. The most appropriate guidance is to:

A. Approve it for better fuel economy

B. Approve it to improve cab heating

C. Approve it to raise cranking amps

D. Warn that both axles must match to avoid binding and damage

35. Before quoting differential parts, the most appropriate source for the gear ratio is the:

A. Exterior paint code

B. Differential or axle housing tag

C. Customer's verbal estimate alone

D. Cab interior trim level

36. A vocational operator wants maximum startability under load. The most appropriate gearing recommendation is a:

A. Numerically lower ratio for highway economy

B. Numerically higher axle ratio

C. Non-drive axle conversion

D. Mismatched ratio across axles

37. A high-torque engine keeps destroying clutches. The most appropriate diagnosis is that the clutch is:

A. Underrated for the engine's torque output

B. Painted the wrong color

C. Matched to the wrong HVAC setting

D. Geared to the wrong axle ratio

38. A customer asks what lets the driveshaft change length with suspension movement. The most appropriate answer is the:

A. Slip joint (slip yoke)

B. Universal joint

C. Ring and pinion

D. Pitman arm

39. A customer requests service involving a torque converter and transmission fluid. The most appropriate conclusion is the truck has:

A. A manual transmission clutch

B. A fully automatic transmission

C. A non-synchronized crash box

D. An AMT with a clutch pedal

40. A tandem whines and leaks at the rear pinion. The most appropriate parts conversation includes:

A. The cabin air filter and blower motor

B. The pinion seal, pinion bearings, and possibly the power divider

C. The front leaf springs and shackles

D. The A/C condenser and drier

41. A tractor on air suspension sits low at one corner. The most appropriate component to suspect is the:

A. Engine oil cooler

B. Diesel particulate filter

C. Height control (leveling) valve

D. Power steering pump

42. A vocational tandem "walks" over rough terrain on a pivoting beam. The most appropriate identification is a:

A. Pure air-bag suspension

B. MacPherson strut suspension

C. Coil-spring suspension

D. Walking-beam suspension

43. A truck wanders with loose steering. The most appropriate first high-wear part to check is the:

A. Radiator cap

B. Tie rod ends

C. Oil filter

D. Brake drum

44. A truck wanders with uneven front tire wear and tight linkage. The most appropriate next component is the:

A. Cabin air filter

B. Kingpins and bushings

C. Transmission torque converter

D. Exhaust muffler

45. A customer's steer tires wear rapidly. The most appropriate explanation of the cause is incorrect:

A. Caster set at the steering column

B. Camber set at the alternator

C. Toe, adjusted through the tie rod

D. Ride height set at the muffler

46. A customer wants "just the kingpins." The most appropriate response 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

47. The most appropriate guidance when selling suspension wear parts is to:

A. Ignore the bushings to keep the order small

B. Include the related bushings, which commonly wear too

C. Sell only the single part named

D. Recommend an unrelated premium upgrade

48. A customer reports a sweet smell, fogged windshield, and coolant loss. The most appropriate part to identify is the:

A. Evaporator

B. Condenser

C. Receiver-drier

D. Heater core

49. A customer buys an A/C compressor. The most appropriate companion parts to include are the:

A. Front leaf spring and shackle

B. Clutch disc and pressure plate

C. Brake drum and shoes

D. Receiver-drier with correct refrigerant and oil

50. A customer asks which refrigerant to buy without confirming the type. The most appropriate action is to:

A. Sell whatever refrigerant is in stock

B. Confirm the system's refrigerant type from the label first

C. Mix R-12 and R-134a to be safe

D. Assume all newer trucks use R-12

51. A truck has no airflow from any vent in any mode. The most appropriate shared part to suspect is the:

A. A/C compressor clutch

B. Blower motor

C. Expansion valve

D. Heater control valve

52. The most appropriate identification of the part that cools and dries cab air is the:

A. Heater core

B. Condenser at the front

C. Evaporator

D. Power steering reservoir

53. A customer with a diesel asks for spark plugs. The most appropriate response is to explain that a diesel:

A. Uses one plug per two cylinders

B. Fires plugs only on cold starts

C. Ignites by compression and has no spark plugs

D. Shares plugs with the A/C system

54. A customer wants to rebuild the engine in the chassis. The most appropriate package to recommend is the:

A. Exhaust aftertreatment assembly

B. Inframe overhaul kit

C. HVAC service kit

D. Brake reline kit

55. A customer's injectors failed after contaminated fuel. The most appropriate companion part to include is the:

A. Fuel filter and water separator

B. Cabin air filter

C. Brake air dryer

D. Power steering filter

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

A. Worn brake lining

B. Split charge-air boot leaking boost

C. Failed wheel speed sensor

D. Discharged battery

57. The most appropriate explanation of why the charge-air cooler helps combustion is that it:

A. Filters soot from the exhaust

B. Cools the compressed intake air, raising its density

C. Stores DEF for the SCR system

D. Lubricates the turbo bearing

58. A customer has an aftertreatment fault and asks for an emissions "delete." The most appropriate response is to:

A. Perform the delete to save the customer money

B. Recommend bypassing the SCR system

C. Decline and offer the proper replacement or service part

D. Sell a counterfeit DPF

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

A. Clutch kit and flywheel

B. Tie rod ends and kingpins

C. Water pump, thermostat, coolant, hoses, and coolant filter

D. DPF and SCR catalyst

60. A customer requests generic "diesel oil" for an emissions engine. The most appropriate action is to:

A. Sell whatever diesel oil is cheapest

B. Tell them oil spec doesn't matter

C. Add extra oil to compensate

D. Confirm and supply the correct low-ash specification

61. A customer needs the consumable the SCR injects to reduce NOx. The most appropriate product to supply is:

A. Engine coolant

B. Diesel Exhaust Fluid (DEF)

C. Power steering fluid

D. R-134a refrigerant

62. A customer asks which part traps soot and burns it off. The most appropriate identification is the:

A. Diesel oxidation catalyst

B. EGR cooler

C. Diesel particulate filter (DPF)

D. SCR catalyst

63. A replacement turbo failed again within weeks. The most appropriate action is to:

A. Sell a third turbo without investigation

B. Recommend deleting the turbo

C. Investigate the oil supply and charge-air system first

D. Replace the brake linings

64. The most appropriate explanation of the EGR system's purpose is that it:

A. Recirculates exhaust to lower combustion temperature and NOx

B. Generates the spark to ignite the fuel

C. Stores air for the parking brakes

D. Converts hydraulic pressure into braking

65. Under FIFO, the most appropriate statement about cost of goods sold is that it reflects the:

A. Newest purchase costs

B. Oldest purchase costs

C. A weighted average of all costs

D. Lowest cost recorded

66. The most appropriate definition of the reorder point is the:

A. Order size that minimizes total cost

B. Percentage of demand filled from stock

C. Loss of inventory to theft

D. Stock level that triggers a replenishment order

67. The most appropriate method to keep a perpetual system accurate without a shutdown is:

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 slow-moving/obsolete report flags non-selling parts. The most appropriate action it supports is:

A. Ordering more of those parts

B. Raising their reorder points

C. Charging a core deposit on them

D. Returning eligible stock to suppliers or discounting it

69. The most appropriate handling of returnable cores is to:

A. Track and return them within the supplier's window for credit

B. Treat them as scrap with no value

C. Keep them as personal property

D. Discard them after each sale

70. The most appropriate way to ensure a warranty claim is paid is to:

A. Submit it without the failed part

B. File it after the supplier's window closes

C. Include the required documentation and return the failed part

D. Record it inaccurately to speed approval

Answer Key & Explanations

1. C — Ask the clarifying questions needed to identify the part correctly. Even during a rush, accuracy requires the clarifying questions that pin down the part. Guessing risks a wrong part and a return.

2. D — Read each character back to confirm before placing the order. Reading the number back confirms each character and catches transposition before the order. Accuracy outranks speed.

3. C — Listen fully without interrupting or defending. The professional first action is full listening, which de-escalates before solving. Blame and policy lectures escalate the conflict.

4. A — Record the lost sale and offer to locate or source the part. Recording the lost sale captures unmet demand while offering to source it serves the customer. Both add value where giving up does not.

5. B — Notify the customer promptly when the part arrives. A special order is a promise, so prompt notification on arrival is the defined follow-up duty. It builds trust.

6. C — Ask a focused closed-ended question to confirm it. With one detail missing, a targeted closed question drives to the single answer. Assuming or quoting everything is inefficient or risky.

7. B — Accurate records ensure correct billing and allow tracing. Accurate records charge the customer correctly and let the order be traced if a problem arises. Documentation protects customer and business.

8. D — Suggest the coolant, thermostat, gaskets, and belt the job needs. A water pump job naturally needs its cooling companions, sparing a second trip. Related-item selling follows the repair.

9. D — Explain clearly why it won't work and offer the correct alternative. Selling a known-wrong part guarantees a return, so the professional path is a clear explanation and the right alternative. Standing firm protects the relationship.

10. A — Connect it to fewer failures and reduced downtime. Justifying the price means translating the feature into the uptime benefit. Customers buy outcomes, not markups.

11. D — A refundable deposit returned with the old unit. The core charge is a refundable deposit, not a fee or tax. Explaining this resolves the confusion.

12. D — A remanufactured unit with a core charge. A reman unit matches a budget-focused customer with a rebuildable core, delivering savings with reliable performance. It fits the priority.

13. A — Severe-service grade rated for heat and load. Severe vocational duty demands friction rated for its heat and load. The application drives the grade.

14. A — Guiding a customer to a higher-value option that suits their use. Upselling guides a customer to a higher-value option that genuinely suits their use. Pushing unneeded grades would be overselling.

15. D — An OES part from the OE supplier under its own brand. OES parts come from the OE supplier branded by the supplier, giving OE-level quality at lower cost. They are neither salvage nor economy grade.

16. D — A busy shop makes frequent parts trips. Delivery is most relevant to a busy shop making frequent trips, where it adds genuine value. The other moments serve the sale, not the customer.

17. B — Identify the system as hydraulic before quoting parts. A "master cylinder" signals a hydraulic system, so identifying the system type comes before quoting parts. This prevents wrong parts.

18. C — Clarify the type and supply the correct shoes and linings. 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. A — Springs apply the brakes once air no longer holds them off. Air holds the springs off; losing air lets the springs apply the brakes — the fail-safe design. Air loss applies, not releases, braking.

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 to reduce brake lag.

21. C — Warn that the stored spring force is hazardous; it's a sealed unit. A spring brake chamber stores tremendous force and must be caged before service, so it is replaced as a sealed unit. The specialist should warn against disassembly.

22. A — 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. C — Air dryer cartridge. The air dryer cartridge removes moisture and oil to protect downstream valves. A failed dryer leads to costly valve damage.

24. D — Hardware kits, 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.

25. D — Multiply pushrod force and take 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.

26. A — Test the alternator output and inspect the cables. Repeatedly killed batteries point to a weak alternator or corroded cables in the charging loop. Addressing the loop prevents another failure.

27. C — Supply the correct rating and advise diagnosing the fault. A blowing fuse signals an underlying fault, so the correct-rated fuse plus a diagnosis note is the safe response. Upsizing or bypassing defeats the protection.

28. A — 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 part.

29. D — Starter solenoid. With strong 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.

30. A — 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. B — 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.

32. A — Uses a friction clutch, not a torque converter. An AMT is a manual gearbox with a friction clutch, not a torque converter, so it needs no converter rebuild. It simply has no clutch pedal.

33. A — 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 — Warn that both axles must match to avoid binding and damage. Mismatched ratios on a tandem cause binding, heat, and damage, so the specialist warns both axles must match. The other options are wrong.

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

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

37. A — 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.

38. A — Slip joint (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.

39. B — 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.

40. B — The pinion seal, pinion bearings, and possibly the power divider. A rear whine and pinion leak point to the pinion seal and bearings, and on a tandem the power divider may be involved. The configuration shapes the parts.

41. C — 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. D — 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. B — 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. B — 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. C — 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. 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.

47. B — Include the related bushings, which commonly wear too. Bushings commonly wear alongside other suspension parts and are easily overlooked, so they belong in the conversation. Including them completes the repair.

48. D — 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. D — Receiver-drier with correct 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. B — Confirm the system's refrigerant type from the label first. Refrigerant types are not interchangeable, so confirming the type from the label is the safe, correct action. 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. C — Evaporator. Inside the HVAC case the evaporator cools and dehumidifies the cab air. The heater core warms; the condenser sits at the front.

53. C — 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 — 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 — 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. B — 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. B — Cools the compressed intake air, raising its density. 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. C — Decline and offer the proper replacement or service part. Emissions tampering is illegal, so the specialist declines and offers the proper replacement or service part. This keeps the customer legal and the system functioning.

59. C — 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.

60. D — Confirm and supply the correct low-ash specification. Emissions diesels require low-ash oil, so the specialist confirms and supplies the correct specification. The wrong oil can damage the DPF.

61. B — Diesel Exhaust Fluid (DEF). DEF is the consumable the SCR injects to reduce NOx into nitrogen and water. It is consumed continuously.

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

63. C — Investigate the oil supply and charge-air system first. A repeat turbo failure means the root cause was never addressed, so investigating the oil supply and charge-air system is correct. Selling another turbo without that repeats the failure.

64. A — 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.

65. B — 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.

66. D — Stock level that triggers a replenishment order. The reorder point is the stock level that triggers replenishment, covering lead-time demand plus safety stock. EOQ sets how much, not when.

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. D — Returning eligible stock to suppliers or discounting it. A slow-moving/obsolete report supports returning eligible stock to suppliers or discounting it, not ordering more. The point is to clear non-moving inventory.

69. A — Track and return them within the supplier's window for credit. Cores are tracked assets that must be returned within the supplier's window to recover their credit. They are neither scrap nor personal property.

70. C — Include the required documentation and return the failed part. A warranty claim is paid only with proper documentation and the returned failed part. Following the procedure protects the credit.