PRACTICE EXAM 15 SIMULATION

1. A customer describes a part using incorrect terms during a busy shift. The specialist's most accurate action is to:

A. Ask clarifying questions to identify the actual component and application

B. Fill the order exactly as the words were stated

C. Refuse service until a part number is provided

D. Pull the most common matching part

2. A phone customer dictates a long part number. The single best safeguard against an order error is to:

A. Write the number after the call ends

B. Quote the price instead of the number

C. Use only the last four digits

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

3. A customer arrives furious over a wrong part on a stranded truck. The specialist's most professional first step is to:

A. Quote the correct part's price

B. Recite the return policy

C. Listen fully without interrupting or defending

D. Point out the customer's incomplete information

4. A specialist cannot fill a request from stock. To serve the customer and aid stocking, the correct action is to:

A. Tell the customer the part no longer exists

B. Substitute a part known not to fit

C. Record the lost sale and offer to source or locate it

D. Delete the inquiry from the system

5. A customer special-orders a part and leaves a deposit. The specialist's follow-up obligation is to:

A. Cancel the order if the customer doesn't call

B. Resell the part to a walk-in

C. Hold the part without recording it

D. Notify the customer promptly when the part arrives

6. A request lacks only the axle position. The most efficient way to resolve it is to:

A. Assume the most common axle

B. Quote every axle option

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

D. End the conversation until they know more

7. A customer offers only "it's a Freightliner" for a clutch lookup. The specialist recognizes this:

A. Fully determines the correct clutch

B. Narrows little without the VIN and drivetrain details

C. Sets the axle ratio automatically

D. Identifies the engine precisely

8. In the parts sale sequence, presenting alternative parts comes immediately before:

A. Greeting the customer

B. Determining the need

C. Closing the sale

D. Identifying the part

9. A feature described as "extended-life inhibitor package" becomes a benefit when expressed as:

A. Longer service intervals and lower maintenance cost

B. The coolant's chemical formula

C. The part number on the jug

D. The shelf location of the product

10. A customer questions a $55 core charge on a reman water pump. The accurate explanation is that it is:

A. A refundable deposit returned with the old unit

B. A non-refundable rebuilding fee

C. A government tax on rebuilt parts

D. A penalty for choosing reman

11. A budget-focused customer with a rebuildable old unit wants the lowest reasonable cost. The best-matched option is:

A. The most expensive OE part

B. A remanufactured unit with a core charge

C. A salvage part of unknown condition

D. No alternative at all

12. A customer buying brake shoes for a tandem's drive axles is most completely served when the specialist also addresses:

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

B. A new windshield and wipers

C. The fuel filter and air cleaner

D. A replacement steering gear box

13. Recommending a premium part for a light-duty truck the owner will sell in two months is best described as:

A. Overselling that serves the sale, not the need

B. Appropriate upselling

C. Required by ASE rules

D. An impossible fitment

14. An OES part is best described as one that is:

A. A salvaged used component

B. The cheapest economy grade

C. Made by the OE supplier under its own brand

D. Identical to OE in brand and price

15. A customer asks why a reman starter costs less than new. The accurate framing is that it is:

A. An untested used part with no standard

B. Always inferior to a new unit

C. More expensive once the core is added

D. Rebuilt to specification at lower cost, with a core charge

16. Promoting delivery to a shop that makes frequent parts trips is an example of:

A. Overselling an unneeded part

B. A prohibited sales tactic

C. Value-adding service promotion

D. A way to avoid recording the sale

17. A medium-duty truck's brake complaint mentions a "wheel cylinder." The specialist concludes 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. On a heavy-truck air brake system, the parking brake is held applied by:

A. Spring force inside the spring brake chamber

B. Continuous air pressure in the service chamber

C. Hydraulic fluid from the master cylinder

D. An electric motor on the brake drum

19. Which term identifies the friction component of a drum brake?

A. Brake pads

B. Brake shoes and linings

C. Brake rotor

D. Brake caliper

20. The valve designed to reduce brake lag at the rear of a long truck is the:

A. Master cylinder

B. Cabin blend door

C. Relay valve near the rear chambers

D. Alternator regulator

21. Applying the service and spring parking brakes at the same time, which can damage components, is called:

A. Compounding

B. Brake fade

C. Air balancing

D. Brake lag

22. A spring brake chamber provides emergency braking because:

A. It stores hydraulic fluid for backup

B. Its spring applies the brake when air is lost

C. It draws battery current to lock the wheel

D. It raises engine compression to slow the truck

23. An ABS warning light with otherwise normal braking most likely involves:

A. The master cylinder and brake fluid

B. The clutch disc and pressure plate

C. Wheel speed sensors, tone rings, or a modulator

D. The water pump and thermostat

24. The component that multiplies pushrod force and takes up lining wear in an S-cam brake is the:

A. Treadle valve

B. Slack adjuster

C. Governor

D. Double check valve

25. An air dryer cartridge is a maintenance item that:

A. Increases the alternator output

B. Removes moisture and oil to protect air valves

C. Stores air for emergency braking

D. Adjusts the shoe-to-drum clearance

26. The battery rating that most directly reflects cold-weather starting ability is:

A. Group size

B. Reserve capacity

C. Cold cranking amps

D. Amp-hour deep-cycle rating

27. A truck repeatedly kills new batteries. The most probable overlooked cause is:

A. A clogged diesel particulate filter

B. A weak alternator or corroded cables

C. A worn front brake lining

D. A misaligned front axle

28. A blower fan works only on its highest speed. The most likely failed part is the:

A. Blower motor resistor or speed control module

B. A/C compressor

C. Heater core

D. Condenser

29. A fuse that keeps blowing should be handled by:

A. Installing a higher-rated fuse

B. Bypassing it with a jumper

C. Supplying the correct rating and noting a fault to diagnose

D. Telling the customer protection is unnecessary

30. When the key is turned, the starter solenoid simultaneously:

A. Charges the battery and regulates voltage

B. Cools the intake and meters fuel

C. Applies the brakes and releases the clutch

D. Engages the drive into the ring gear and closes the high-current circuit

31. A truck cranks slowly. Before selling a starter, the specialist should first check the:

A. Diesel particulate filter

B. Batteries' charge and the cables

C. Front-end alignment

D. Cabin air filter

32. The component that connects and disconnects the engine from a manual transmission is the:

A. Differential

B. Universal joint

C. Torque converter

D. Clutch

33. An automated manual transmission (AMT) is best understood as one that:

A. Uses a torque converter and has no clutch

B. Requires double-clutching every shift

C. Contains no internal gears

D. Keeps a friction clutch but shifts without a clutch pedal

34. A driveline vibration that worsens with speed and clunks on acceleration points to a worn:

A. Universal joint

B. Heater core

C. Cabin air filter

D. Power steering reservoir

35. On a tandem-drive truck, torque is split between the two drive axles by the:

A. Quick-release valve

B. Charge-air cooler

C. Slack adjuster

D. Inter-axle differential (power divider)

36. When replacing a carrier in one axle of a tandem, the new ratio must:

A. Be numerically higher than the other axle

B. Be numerically lower than the other axle

C. Be unrelated to the other axle

D. Match the opposite drive axle exactly

37. A numerically higher axle ratio (such as 4.56) generally provides:

A. The best highway fuel economy

B. Reduced torque to the drive wheels

C. More pulling power and startability under load

D. A lower engine speed at cruise

38. Before quoting axle parts, the specialist must confirm the gear ratio from the:

A. Differential or axle housing tag

B. Truck's exterior paint code

C. Customer's verbal estimate alone

D. Cab interior trim level

39. A complete clutch must be rated to handle the engine's:

A. Torque output

B. Paint code

C. Axle ratio

D. HVAC setting

40. The component that allows the driveshaft to change length as the suspension moves is the:

A. Universal joint

B. Slip joint (slip yoke)

C. Ring and pinion

D. Pitman arm

41. The component that maintains an air-suspension truck's ride height regardless of load is the:

A. Power divider

B. Pitman arm

C. Slack adjuster

D. Height control (leveling) valve

42. A vocational tandem that "walks" over rough terrain on a pivoting beam uses a:

A. Pure air-bag suspension

B. Walking-beam suspension

C. MacPherson strut suspension

D. Coil-spring suspension

43. The steering linkage component that connects the two steer wheels so they turn together is the:

A. Pitman arm alone

B. Tie rod and its ends

C. Power steering pump

D. Drag link alone

44. Worn kingpins and bushings most directly cause:

A. Loss of engine oil pressure

B. Air conditioning compressor failure

C. Battery discharge

D. Steering looseness and uneven tire wear

45. The alignment angle most directly responsible for rapid uneven tire wear, adjusted through the tie rod, is:

A. Caster

B. Camber

C. Toe

D. Ride height

46. The component that bolts to the steering gear's output shaft and converts its rotation into linkage motion is the:

A. Tie rod end

B. Wheel bearing

C. Pitman arm

D. Shock absorber

47. A kingpin set fitted to a specific front axle includes the pins, bushings, thrust bearings, and:

A. Seals

B. A blower motor resistor

C. A DEF injector

D. A radiator cap

48. A customer reports a sweet smell, fogged windshield, and coolant loss. The likely failed HVAC part is the:

A. Heater core

B. Condenser

C. Receiver-drier

D. Expansion valve

49. Whenever the A/C refrigerant system is opened, the component that must be replaced is the:

A. Front leaf spring

B. Receiver-drier

C. Brake drum

D. Clutch disc

50. A newer truck uses neither R-12 nor R-134a. The refrigerant it most likely uses is:

A. R-22 household refrigerant

B. Engine coolant

C. R-1234yf

D. Diesel exhaust fluid

51. A truck has no airflow from the vents in any mode. The shared component that likely failed is the:

A. Blower motor

B. A/C compressor clutch

C. Expansion valve

D. Heater control valve

52. The component that cools and dehumidifies cab air inside the HVAC case is the:

A. Heater core

B. Evaporator

C. Condenser at the front

D. Power steering reservoir

53. A diesel engine ignites its fuel by means of:

A. A spark fired by an ignition coil

B. A continuously energized glow plug

C. An electric arc from the alternator

D. The heat of highly compressed air

54. An inframe overhaul kit contains liners, pistons, rings, bearings, and:

A. Gaskets to rebuild the engine in the chassis

B. A complete aftertreatment system

C. A new automatic transmission

D. The truck's batteries and starter

55. The diesel service item that protects injection components from contamination and water is the:

A. Cabin air filter

B. Brake air dryer

C. Power steering filter

D. Fuel filter and water separator

56. A turbocharger increases engine power by:

A. Reducing the engine's compression ratio

B. Storing electrical energy for the starter

C. Lowering the coolant temperature

D. Forcing more air into the cylinders using exhaust energy

57. The charge-air cooler improves combustion because 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. The component that circulates coolant through the engine and radiator is the:

A. Oil pump

B. Fuel transfer pump

C. Power steering pump

D. Water pump

59. A modern emissions diesel requires a specific low-ash oil because the wrong oil can:

A. Raise the cold cranking amps

B. Improve air-conditioning performance

C. Change the axle gear ratio

D. Damage the diesel particulate filter

60. The consumable fluid the SCR system injects to reduce NOx is:

A. Engine coolant

B. Diesel Exhaust Fluid (DEF)

C. Power steering fluid

D. R-134a refrigerant

61. The emissions component that traps soot and periodically burns it off is the:

A. Diesel oxidation catalyst

B. EGR cooler

C. SCR catalyst

D. Diesel particulate filter (DPF)

62. A replacement turbo failed again within weeks. The likely unaddressed root cause involves the:

A. Front brake friction material

B. Cabin air filter element

C. Steering tie rod ends

D. Oil supply or charge-air system

63. The EGR system lowers NOx by:

A. Generating the spark to ignite the fuel

B. Recirculating exhaust to lower combustion temperature

C. Storing air for the parking brakes

D. Converting hydraulic pressure into braking

64. A shop buys 10 units at $9 and 10 at $13, then sells 10 under FIFO. The cost of goods sold per unit is:

A. $13 (the newest cost)

B. $11 (the average)

C. $9 (the oldest cost)

D. The lowest cost recorded

65. A part sells 7 units per week with a 2-week lead time and a 6-unit safety stock. The reorder point is:

A. 20 units

B. 14 units

C. 7 units

D. 6 units

66. A department fills 282 of 300 requested lines from stock. Its fill rate is:

A. 94%

B. 82%

C. 18%

D. 100%

67. Economic Order Quantity (EOQ) identifies the order size that:

A. Always orders the supplier's maximum

B. Minimizes the combined ordering and holding costs

C. Eliminates the need for safety stock

D. Guarantees a 100% fill rate

68. A cycle count finds 44 units where the system shows 50. The 6-unit difference is recorded as:

A. A supersession

B. A core credit

C. An economic order quantity

D. Inventory shrinkage

69. A perpetual inventory system is characterized by:

A. Updating records only at an annual count

B. Tracking only high-value parts

C. Updating stock records continuously with each transaction

D. Counting only when a customer disputes a charge

70. Returned cores sitting unshipped past the supplier's window represent:

A. Lost credit, since unreturned cores forfeit their value

B. Scrap with no remaining value

C. Personal property of the counter staff

D. Proof of a fraudulent sale

Answer Key & Explanations

1. A — Ask clarifying questions to identify the actual component and application. Incorrect terms must be clarified into the actual component and application before pulling a part. Filling the words literally risks a wrong part.

2. D — Read each character back to confirm before placing the order. Reading each character back catches a transposed or dropped digit before the order is placed. Accuracy outranks speed.

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

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

5. D — Notify the customer promptly when the part arrives. A special order is a promise, so prompt notification on arrival is the defined follow-up. 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 risky or inefficient.

7. B — Narrows little without the VIN and drivetrain details. A model name alone spans many configurations, so it narrows little. The VIN and drivetrain details produce one correct part.

8. C — Closing the sale. The sequence runs greet → determine need → identify → present options → close → follow through, so presenting options precedes the close. The other orderings are wrong.

9. A — Longer service intervals and lower maintenance cost. A benefit expresses the customer advantage — here longer intervals and lower cost. Formula, part number, and location are features.

10. A — A refundable deposit returned with the old unit. The core charge is a refundable deposit, not a fee or tax. Returning the rebuildable core recovers it.

11. B — 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.

12. A — Hardware kits, drums if worn, and wheel seals. A drum job needs the hardware, drums if worn, and the wheel seals exposed during the work. Anticipating these completes the repair.

13. A — Overselling that serves the sale, not the need. Pushing a premium part onto a light-duty, soon-to-be-sold truck serves the sale rather than the customer. That is overselling.

14. C — Made by the OE supplier under its 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.

15. D — Rebuilt to specification at lower cost, with a core charge. A reman starter is restored to a defined standard, sold below new with a core charge. It is not untested or inferior.

16. C — Value-adding service promotion. Delivery to a busy shop is a relevant, value-adding service. It is not overselling or prohibited.

17. C — A hydraulic (or air-over-hydraulic) brake system. A "wheel cylinder" is a hydraulic-system component, signaling the truck is not on pure air brakes. Identifying the system type guides the right parts.

18. A — Spring force inside the spring brake chamber. The parking brake is held by spring force, with air used to release it. Loss of air applies, not releases, the brake.

19. B — Brake shoes and linings. Drum brakes use shoes and linings; pads, rotors, and calipers are disc-brake terms. Correct terminology prevents a wrong part.

20. C — 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. A — Compounding. Applying the service and spring brakes together stacks their forces and can damage components. Anti-compounding features prevent it.

22. B — Its spring applies the brake when air is lost. The spring brake chamber holds the spring compressed with air; losing air applies the brake. This is the fail-safe mechanism.

23. C — Wheel speed sensors, tone rings, or a modulator. 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.

24. B — Slack adjuster. The slack adjuster multiplies the chamber pushrod force and takes up lining wear via the S-camshaft. Automatic versions do this continuously.

25. B — Removes moisture and oil to protect air valves. The air dryer cartridge keeps moisture and oil out of the system, protecting downstream valves. A failed dryer leads to costly valve damage.

26. C — Cold cranking amps. CCA expresses cold-weather starting power directly. Group size and reserve capacity measure other attributes.

27. B — 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 another failure.

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

29. C — Supplying the correct rating and noting a fault to diagnose. A blowing fuse signals an underlying fault, so the correct-rated fuse plus a diagnosis note is right. Upsizing or bypassing defeats protection.

30. D — Engages the drive into the ring gear and closes the high-current circuit. The solenoid pushes the drive into the ring gear and closes the heavy-current path simultaneously. It performs both at once.

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. D — Clutch. The clutch connects and disconnects the engine from a manual transmission. A torque converter fills this role in an automatic.

33. D — Keeps a friction clutch but shifts without a clutch pedal. An AMT is a manual gearbox with automated actuators and a friction clutch, just no clutch pedal. It is not a torque-converter automatic.

34. A — Universal joint. A speed-related vibration with a clunk on acceleration is a classic worn-U-joint symptom. U-joints are a top driveline wear part.

35. D — Inter-axle differential (power divider). On a tandem the power divider splits torque between the two drive axles. It exists only on dual-drive configurations.

36. D — Match the opposite drive axle exactly. Both drive axles on a tandem must share the same ratio, or they fight each other and cause damage. The new carrier's ratio must match.

37. C — More pulling power and startability under load. A higher numeric ratio multiplies torque more for pulling and startability. It trades away highway economy.

38. A — 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.

39. A — Torque output. The clutch must handle the engine's torque output, so an underrated clutch fails early. Paint and HVAC settings are irrelevant.

40. B — 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.

41. D — Height control (leveling) valve. The leveling valve maintains ride height by adding or releasing air as load changes. A fault leaves the truck sitting unevenly.

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. B — Tie rod and its ends. The tie rod links the two steer wheels so they turn together, with its ends a top wear item. The drag link connects the gear to the wheel.

44. D — Steering looseness and uneven tire wear. Worn kingpins and bushings produce steering play and uneven tire wear. They have no effect on oil pressure, A/C, or batteries.

45. C — Toe. 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. C — Pitman arm. The pitman arm bolts to the steering gear's output shaft and converts its rotation into linkage motion. The drag link then carries motion to the wheel.

47. A — Seals. A kingpin set fitted to the axle includes 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 — Receiver-drier. Opening the refrigerant system compromises the drier's desiccant, so it must be replaced. Selling a compressor without it is incomplete.

50. C — R-1234yf. R-1234yf is the newest refrigerant, succeeding R-12 and R-134a. The progression runs R-12 → R-134a → R-1234yf.

51. A — 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. B — Evaporator. Inside the HVAC case the evaporator cools and dehumidifies the cab air. The heater core warms; the condenser sits at the front.

53. D — The heat of highly compressed air. Diesels use compression ignition, so they have no spark plugs. Glow plugs only aid cold starting.

54. A — Gaskets to rebuild the engine in the chassis. An inframe kit bundles liners, pistons, rings, bearings, and gaskets to overhaul the engine without removing it. Aftertreatment and transmissions are separate.

55. D — Fuel filter and water separator. The fuel filter and water separator remove contaminants and water that would destroy injectors. They are critical service items.

56. D — Forcing more air into the cylinders using exhaust energy. The turbocharger uses exhaust gas energy to pack more air into the engine for more power. It does not lower compression or store energy.

57. B — Cools the compressed intake air, raising its density. Compressing air heats it and lowers density; the charge-air cooler restores density for better combustion. Denser air supports more efficient power.

58. D — Water pump. The water pump circulates coolant through the engine and radiator. The oil and fuel pumps move different fluids.

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

61. D — 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 — Recirculating exhaust to lower combustion temperature. 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 — $9 (the oldest cost). Under FIFO the first units in are sold first, so the 10 sold are the oldest $9 units. Cost of goods sold reflects the oldest cost.

65. A — 20 units. At 7 units per week over a 2-week lead time, lead-time demand is 14 units, plus the 6-unit safety stock, giving a reorder point of 20. The reorder point covers lead-time demand plus safety stock.

66. A — 94%. Filling 282 of 300 lines is 282 ÷ 300 = 0.94, a 94% fill rate. Fill rate measures the share of demand met from stock.

67. B — Minimizes the combined ordering and holding costs. EOQ is the order size that minimizes total ordering plus holding cost. It does not maximize quantity or eliminate safety stock.

68. D — Inventory shrinkage. The 6-unit shortfall between count (44) and system (50) is shrinkage from loss or error. Cycle counts surface it for investigation.

69. C — Updating stock records continuously with each transaction. A perpetual system updates records continuously with each receipt and sale. A periodic system updates only at intervals.

70. A — Lost credit, since unreturned cores forfeit their value. Cores must be returned within the program window to recover their credit; missing it forfeits the value. Unreturned cores are lost money.