

PRACTICE EXAM 18: ASE C1 SIMULATION (50 QUESTIONS)

Recommended time: 75 minutes. Domain distribution: 23 Communications / 18 Product Knowledge / 9 Shop Operations. Content angles distinctly different from Exams 1–9, 11, 12, and 16.

1. A customer pulls out their phone and begins filming the consultant during intake. The consultant should:
 - A. Demand the customer stop filming immediately and refuse to perform any service while being filmed at all
 - B. Acknowledge the filming politely, conduct the intake professionally, and remain transparent throughout the entire conversation
 - C. Cover the consultant's face and refuse to speak while the customer is filming the conversation today
 - D. Threaten the customer with legal action over the filming and refuse to acknowledge the situation at all

2. The connecting rod bearings inside an engine support the:
 - A. Crankshaft's main journals as the crankshaft rotates inside the engine block during normal operation
 - B. Camshaft journals as the camshaft rotates inside the cylinder head above the timing chain cover area
 - C. Wrist pin connections between the connecting rod's small end and the piston during normal engine operation
 - D. Connecting rod's big end at its attachment point to the crankshaft's offset rod journal during operation

3. The shop's practice of recording the customer's fuel level at intake is intended to:
 - A. Generate revenue by selling fuel to customers at a marked-up price during the service visit at the shop

- B. Comply with federal regulation requiring shops to track every vehicle's fuel level for any audit purposes
- C. Provide diagnostic information about the vehicle's fuel system performance during the customer's service visit
- D. Document the vehicle's condition on receipt and on delivery for transparency and protection of both parties

4. A customer interrupts the intake conversation to take a personal phone call. The consultant should:

- A. Continue the intake conversation immediately despite the customer's ongoing personal phone call at the moment
- B. Pause respectfully, allow the customer to finish their call, and resume the intake when they return their attention
- C. End the visit and reschedule because the customer's phone call disrupted the intake conversation that was in progress
- D. Charge a "delay fee" for the time the customer's personal phone call took during the intake conversation today

5. A customer asks to receive a confirmation email after scheduling an appointment. The consultant should:

- A. Confirm the customer's email address, send the appointment confirmation, and document the email in the customer's file
- B. Refuse the request and tell the customer the shop only confirms appointments verbally over the phone at all times
- C. Pretend the shop's system cannot send confirmations even when the system supports email confirmations for appointments
- D. Charge the customer a "confirmation fee" before sending any email confirmation about the appointment time and details

6. Brake caliper slide pins on a floating caliper require periodic:

- A. Removal and replacement at every brake service regardless of the actual condition of the slide pins on the vehicle
- B. Tightening with a torque wrench at every visit to prevent the slide pins from working loose during normal driving
- C. Cleaning and re-lubrication with caliper-specific grease, with worn or seized pins replaced for proper caliper movement
- D. Removal entirely from the caliper assembly to allow the caliper to float freely without any guide pins at all

7. A customer brings a family member to translate during the intake conversation because the customer's English is limited. The consultant should:

- A. Refuse to proceed with intake unless the customer can communicate directly in English without translation help
- B. Welcome the translator, address the customer directly as the decision-maker, and confirm understanding through the translator
- C. Address the translator exclusively as the primary decision-maker and ignore the customer who owns the vehicle today
- D. Charge a translation fee for any additional time the conversation takes with the translator's interpretation services

8. A customer says they were told a different price over the phone than the current estimate. The consultant should:

- A. Apologize for the inconsistency, review what was discussed on the phone, and reconcile the difference honestly
- B. Tell the customer that phone quotes are never binding and they should accept the new in-person estimate
- C. Refuse to honor any phone quote and present the new price without further discussion of the difference
- D. Match the phone price automatically regardless of whether the phone price was accurate at the time of the call

9. A customer requests that a specific named technician work on their vehicle again. The consultant should:

- A. Refuse the request and tell the customer that technician assignments are random in the shop facility scheduling
- B. Check the technician's availability and skill match for the requested work, and schedule accordingly if possible
- C. Promise the specific technician regardless of their actual schedule or skill match for the requested work today
- D. Tell the customer that the shop does not honor customer requests for specific technicians for any reason at all

10. Most passenger vehicles use a brake system in which the front brakes do more of the stopping work than the rear brakes because:

- A. The front brakes are mechanically larger so the front brake pads naturally wear faster than the rear pads ever do
- B. Federal regulations require front-biased braking on all passenger vehicles regardless of the manufacturer's design choice
- C. Weight transfer during braking shifts mass onto the front wheels, giving them more traction and braking capacity overall
- D. The rear brakes serve only as a parking brake and are not part of the vehicle's primary service brake circuit

11. The customer's listed emergency contact (e.g., spouse) calls the shop asking about the customer's vehicle status. The consultant should:

- A. Verify the relationship per shop policy, share only basic status information, and follow the shop's privacy guidelines
- B. Share complete details of the visit including cost without verifying the relationship or following any privacy protocol
- C. Refuse to communicate with anyone other than the registered owner regardless of any stated emergency or relationship

D. Charge the emergency contact a "third-party update fee" for any information the consultant gives during the conversation

12. The customer mentions during intake that their primary contact phone number has changed since their last visit. The consultant should:

A. Capture the new number, update the customer's file, and confirm which number to use for communications going forward

B. Continue to use the old phone number on file because changing the customer's information is too complicated to handle

C. Refuse to update the customer's file and tell the customer to contact the shop's main office for any number changes

D. Charge a "file update fee" before agreeing to update the customer's phone number in the shop's record system today

13. The self-adjusting mechanism inside a drum brake takes up shoe wear by:

A. Continuously sending hydraulic fluid pressure to the brake shoes to maintain the proper shoe-to-drum clearance today

B. Advancing an adjuster or star wheel a small amount each time the parking brake or reverse brake is applied

C. Using an electric servo motor mounted inside the drum to maintain the drum-to-shoe clearance during operation

D. Relying on the customer's manual adjustment of the brake shoes through the drum's outer adjustment access hole

14. The valve springs in an engine's cylinder head function to:

A. Open the engine's intake and exhaust valves precisely when the engine control module commands them to open

B. Cool the valve stems and valve seats by drawing engine coolant through the spring during normal operation

C. Close the engine valves and hold them firmly against their seats when the camshaft lobe is not lifting them

D. Filter the engine oil before it reaches the valve guides and valve stems above the cylinder head's lubrication

15. A customer brings cookies and (jokingly or otherwise) asks for a discount in exchange. The consultant should:

A. Thank the customer for the cookies, decline the implied bargain politely, and process the visit at standard pricing today

B. Accept the cookies and apply a substantial discount to the customer's invoice to acknowledge the kind gesture

C. Refuse the cookies and demand the customer pay the standard amount with no further conversation about the matter

D. Apply the discount and have a coworker eat the cookies for the consultant to avoid the appearance of bribery

16. The two service ports on a vehicle's air conditioning system are labeled "high side" and "low side." The two ports:

A. Are interchangeable and either may be used to evacuate or charge the system during normal AC service work today

B. Indicate the geographical side (driver's side, passenger's side) on which each port is mounted in the engine bay

C. Indicate the brand of refrigerant the system uses, with "high side" for R134a and "low side" for R1234yf only

D. Are the suction side and discharge side of the compressor circuit, with distinct port sizes preventing crossover

17. At the end of the business day, customer vehicles in the shop's care should be:

A. Left with keys in the ignition for the next morning's quick start during the technician's first shift today

- B. Parked on the public street outside the shop to free up the shop's parking lot for tomorrow's appointments
- C. Left unlocked in the shop's parking lot regardless of any vehicle's value or contents stored inside the vehicle
- D. Locked and secured in the shop's controlled lot or building, with keys stored in the shop key control system

18. The valve seat in a modern engine's cylinder head is typically made of:

- A. A soft rubber gasket that compresses against the valve face when the valve closes during normal operation
- B. The same aluminum alloy as the rest of the cylinder head, machined to precise dimensions during manufacturing
- C. Hardened steel inserted in the head and ground precisely, providing a durable sealing surface for the valve
- D. Composite carbon material that absorbs heat from the valve during the engine's normal combustion cycle inside

19. The shop's "comeback log" or comeback tracking process is intended to:

- A. Identify customers who frequently return for routine service so they can be entered into a loyalty rewards program
- B. Document warranty claims with the vehicle's original manufacturer to support any extended warranty application later
- C. Track repeat repairs where the same concern returns after recent service to support process improvement and quality
- D. Generate marketing lists of customers who have not visited the shop in six months for follow-up communications

20. A customer asks if the shop can communicate with them via text rather than phone calls during the repair. The consultant should:

- A. Refuse to send any texts and tell the customer that the shop only uses phone calls for customer communication
- B. Confirm the customer's mobile number, note the text-message preference in the file, and use texts for routine updates
- C. Send unsolicited marketing texts to the customer after capturing the number for promotional offers throughout the year
- D. Charge the customer a "messaging fee" for any texts the shop sends during the customer's current repair visit today

21. Wheel balance weights used to correct wheel imbalance are commonly available as:

- A. Lead-based weights only, since other materials cannot meet the federal weight specifications used during balancing
- B. Plastic clip-on weights only, since metal weights damage the wheel finish and are no longer used in service
- C. Stick-on weights for the inner rim flange and hammer-on (clip) weights for the outer edge of steel wheels
- D. Magnetic-only weights that simply stick to the steel wheel without requiring adhesive or any clip-on mechanism

22. A customer says, "Please don't talk down to me." The consultant should:

- A. Apologize sincerely, adjust the tone to be more peer-level, and ask the customer how they prefer information given
- B. Insist the consultant has not been talking down to the customer and continue with the same tone for the visit
- C. Cease the conversation entirely and refuse to provide any further information until the customer apologizes for it
- D. Charge the customer a "communication adjustment fee" for the additional care now required after the feedback today

23. A customer asks the consultant a personal question (e.g., about their family, weekend plans). The consultant should:

- A. Refuse to answer entirely and tell the customer that personal conversations are not allowed at the shop's counter
- B. Provide a brief friendly answer if comfortable, then gently steer the conversation back to the customer's service visit
- C. Provide a long detailed answer about every personal topic the customer asks about throughout the customer's visit today
- D. Demand the customer mind their own business and refuse to engage with any small-talk type questions during the visit

24. The "timing marks" on an engine's crankshaft pulley and timing cover are used to:

- A. Set or verify the engine's base ignition timing on engines that allow timing adjustment by the technician
- B. Indicate the engine's mileage milestone for scheduled maintenance intervals according to factory specifications
- C. Provide a visual reference for the engine's compression ratio at any time the technician opens the engine
- D. Show the engine's serial number etched on the front cover for record-keeping during the vehicle's service

25. The AC receiver-drier (in TXV systems) and AC accumulator (in orifice-tube systems) primarily function to:

- A. Compress the refrigerant from low-pressure gas to high-pressure gas during normal AC operating conditions inside today
- B. Convert the refrigerant from liquid to gas before it enters the evaporator core inside the cabin's HVAC housing
- C. Reject heat from the refrigerant to the outside air by routing the refrigerant through small finned tubes
- D. Remove moisture and filter contaminants from the refrigerant circuit, storing reserve refrigerant in the system

26. A customer asks for a tour of the shop's work area to see how the operation runs. The consultant should:

- A. Refuse the request bluntly and tell the customer that the shop never gives tours of the work area at any time
- B. Grant immediate full access to the shop floor regardless of insurance, safety, or current technician work in progress
- C. Tell the customer that the shop's work area is a trade secret and cannot be shown to any customers ever today
- D. Check the shop's tour policy, offer a structured walk-through within safety guidelines if allowed, or explain refusal

27. The DC-DC converter on a hybrid or electric vehicle functions to:

- A. Convert the vehicle's high-voltage AC current from the traction motor into DC current for the high-voltage battery
- B. Convert high-voltage battery DC down to 12V DC for the vehicle's accessories, replacing the alternator function entirely
- C. Convert mechanical energy from the engine's crankshaft into electrical energy stored in the auxiliary 12V battery system
- D. Convert the vehicle's incoming charging current from AC to DC for storage in the high-voltage traction battery only

28. The cross-hatch pattern visible on a freshly honed cylinder wall is intentional and functions to:

- A. Provide a decorative finish that the manufacturer applies to demonstrate the engine block's surface quality
- B. Reduce the cylinder's compression ratio slightly during the engine's first 500 miles of break-in driving
- C. Retain a thin film of oil on the cylinder wall, allowing the rings to seal and the cylinder to last longer
- D. Allow the cylinder to expand and contract more freely with temperature changes during normal engine operation

29. A customer asks if they can take "before and after" photos of their vehicle and any replaced parts during the visit. The consultant should:

- A. Refuse the request and tell the customer that no photographs are allowed during any service visit at the shop
- B. Pretend the shop policy prohibits photography even when no such policy exists, to discourage the customer from photos
- C. Welcome the customer's request, allow photographs in appropriate areas, and explain any safety or privacy restrictions
- D. Charge the customer a "photo permission fee" for allowing the customer to take any photographs in the shop facility

30. The diode rectifier inside an alternator functions to:

- A. Step up the alternator's output voltage to the level required to charge the vehicle's high-voltage battery system
- B. Generate the magnetic field rotating inside the alternator's stator windings during the engine's normal operation
- C. Smooth voltage spikes from the vehicle's accessories before they reach the alternator's stator winding inside today
- D. Convert the alternator's AC output (from the stator windings) into DC current to charge the battery and the loads

31. A customer drops off a vehicle registered to a different person (e.g., a relative or friend) for service work. The consultant should:

- A. Verify written authorization from the registered owner, document the relationship, and proceed with service per shop policy
- B. Refuse the visit entirely until the registered owner appears in person regardless of any authorization documentation provided
- C. Accept the vehicle without any authorization documentation from the registered owner to keep the visit's intake simple
- D. Charge an additional "third-party drop-off fee" before agreeing to perform any service on the non-registered owner's vehicle

32. The bypass valve inside an oil filter functions to:

- A. Allow excess oil to drain back to the pan when oil pressure exceeds the maximum operating pressure level
- B. Prevent oil from flowing backward through the filter during engine shutdown to keep the filter primed for restart
- C. Allow unfiltered oil to bypass the filter element if the filter becomes clogged, preventing engine oil starvation
- D. Maintain a slight back-pressure inside the filter housing to keep the filter media saturated during normal operation

33. A customer asks the consultant to call the customer's employer to explain why the customer will be late returning to work. The consultant should:

- A. Refuse the request and tell the customer to handle their own employment communications directly without any shop help
- B. Politely offer to provide written documentation of the visit or estimated completion time the customer can share
- C. Call the employer immediately without the customer's clear permission to confirm the customer's vehicle is in the shop
- D. Charge a "customer advocacy fee" for the consultant's time spent calling the customer's employer about the delay

34. The shop's quality control inspection performed before vehicle delivery is intended to:

- A. Verify the repair was completed correctly, the work area is clean, and the vehicle is ready for customer pickup
- B. Generate additional billable labor by performing additional work on the vehicle before the customer receives it
- C. Comply with federal regulation that requires every repair shop to perform a final QC inspection before delivery
- D. Allow the technician to extend the repair time before pickup, increasing the labor hours billed to the customer

35. A safe tire repair (plug-and-patch combination) is generally limited to:

- A. The sidewall area only, since the tread area cannot be safely patched after a road hazard puncture
- B. Punctures larger than ½ inch in diameter, since smaller holes can be safely ignored by the driver entirely
- C. The tread area only, for punctures up to about ¼ inch in diameter, with no sidewall repairs permitted
- D. Any location on the tire regardless of puncture size or angle, as modern materials can handle any repair condition

36. A customer with a hybrid vehicle asks whether the shop is equipped to service their vehicle. The consultant should:

- A. Refuse to take any hybrid vehicle regardless of the actual repair the customer is asking the shop to perform today
- B. Provide honest information about the shop's hybrid service capability, technician certifications, and equipment available
- C. Accept the hybrid vehicle work even if the shop has no qualified technician or proper equipment to service it
- D. Charge the customer a "hybrid handling fee" before answering any question about the shop's actual service capability

37. A customer asks the consultant about the shop's environmental practices (oil recycling, refrigerant handling, etc.). The consultant should:

- A. Refuse to discuss environmental practices because the topic is not relevant to the customer's actual service visit
- B. Provide vague or misleading answers to avoid getting into specific environmental compliance topics with the customer
- C. Tell the customer environmental practices are confidential business information and cannot be shared with the customer today
- D. Explain the shop's environmental practices honestly (used oil, refrigerant recovery, hazardous waste, recycling) with confidence

38. A customer at delivery says they were not informed of one of the charges on the invoice. The consultant should:

- A. Insist the customer was clearly informed and refuse to discuss the charge any further during the conversation
- B. Review the documentation and timeline with the customer, address the gap honestly, and adjust if the shop did fail
- C. Remove the charge automatically regardless of whether the customer was actually informed of it during the visit today
- D. Charge the customer the disputed amount anyway and tell them to take it up with consumer protection later on

39. A customer brings a non-service dog into the shop's lobby on a leash. The consultant should:

- A. Refuse to serve the customer until they put the dog back in their vehicle for the entire duration of the visit
- B. Check the shop's pet policy, accommodate within those guidelines, and welcome the customer if the policy allows pets
- C. Allow the customer's dog to wander freely throughout the shop bay area during the visit regardless of any safety risk
- D. Charge the customer a "pet handling fee" simply because the dog is present in the lobby with the customer

40. The "ring and pinion" gear set inside a vehicle's differential transmits power by:

- A. The drive shaft turns the pinion gear, which turns the larger ring gear, redirecting power 90 degrees to the axles
- B. The drive shaft turns the ring gear, which turns the smaller pinion gear, redirecting power 90 degrees to the axles
- C. The transmission gears directly turning both the ring gear and pinion gear simultaneously through a single drive shaft

D. The wheels turning the ring and pinion in reverse to send power back through the drive shaft to the transmission

41. The shop's process for handling a low-score customer survey response should:

A. Trigger a follow-up call from a manager, investigate the underlying issue, and document the resolution for improvement

B. Trigger an automated email apologizing for the issue without any actual follow-up investigation by the shop management

C. Ignore the survey response and continue with normal operations because survey responses are unreliable in any case

D. Delete the survey response from the shop's records to prevent the response from affecting the shop's overall survey scores

42. The flexplate on an automatic transmission vehicle differs from a flywheel by:

A. Being significantly heavier than a manual transmission flywheel to provide more rotational inertia at idle

B. Containing the manual transmission's clutch friction disc on its rear face during normal vehicle driving operation

C. Replacing the engine's harmonic balancer entirely on automatic transmission vehicles since its first introduction

D. Being a thin steel plate that bolts to the crankshaft and to the torque converter, lacking the flywheel's mass

43. Engine knock or detonation that the knock sensor detects is caused by:

A. The engine's combustion chamber filling completely with fuel during the air-fuel intake stroke of operation

B. The exhaust valve opening too late, causing exhaust pressure to back up into the combustion chamber at idle

C. Uncontrolled auto-ignition occurring after the spark plug fires, producing a sharp pressure spike inside the cylinder

D. The piston touching the cylinder head at top dead center due to excessive carbon deposits in the chamber's volume

44. A customer asks the consultant if the shop has a customer loyalty program for repeat visits. The consultant should:

A. Refuse to discuss loyalty programs and tell the customer to research the shop's website for any program details

B. Pretend the shop has no loyalty program even when one exists, to avoid the extra discussion at the counter today

C. Provide accurate information about the shop's loyalty program (or lack of one), eligibility, and how the customer can enroll

D. Tell the customer the shop is required by federal law to never have a loyalty program at any repair facility

45. A customer asks what brand of parts the shop typically installs (OEM, aftermarket, brand specifics). The consultant should:

A. Provide accurate information about the shop's parts sourcing, brands typically used, and reasons for the brand choices

B. Refuse to discuss parts brands and tell the customer to trust whatever brand the shop installs without any details

C. Tell the customer the shop uses random parts brands depending on what the technician finds at the parts counter today

D. Charge a "parts disclosure fee" for any conversation about specific parts brands the shop chooses to install on vehicles

46. A customer says they were so happy with the service that they will leave a positive online review. The consultant should:

- A. Thank the customer sincerely, mention the platforms the shop uses (e.g., Google), and avoid pressuring the customer
- B. Demand the review be written before the customer leaves and refuse to release the vehicle until the review posts
- C. Refuse to acknowledge the offer because requesting online reviews is forbidden by federal law at automotive shops
- D. Tell the customer that positive reviews are not worth their time and politely discourage them from posting any review

47. A standard multi-point inspection checklist used at every visit should:

- A. Be filled out randomly by the technician without actually inspecting each item on the checklist for the customer
- B. Be skipped entirely for repeat customers because the shop already knows their vehicle's repair history and condition
- C. Include only the items the customer specifically requested be checked during the current visit at the shop facility today
- D. Cover key safety and wear items (tires, brakes, fluids, lights, belts), consistently across vehicles, with results documented

48. The shop's customer maintenance reminder system (email, postcard, or text) should:

- A. Send reminders for every conceivable maintenance item regardless of the customer's actual vehicle mileage or condition
- B. Send no reminders at all because customers are responsible for tracking their own vehicle's maintenance intervals alone
- C. Send overly frequent reminders to pressure customers into visiting the shop more often than they actually need to
- D. Send timely reminders based on the customer's actual mileage and the manufacturer's recommended service intervals

49. A customer specifically requests a paper receipt rather than the shop's standard emailed receipt. The consultant should:

- A. Refuse the request and force the customer to accept the emailed receipt regardless of the stated customer preference
- B. Print the paper receipt, hand it to the customer, and note the paper-receipt preference in the customer's file
- C. Tell the customer that the shop no longer prints paper receipts and that they must accept the email format
- D. Charge a "printing fee" for the paper receipt to discourage the customer from requesting paper in any future visit

50. The shop's appointment scheduling should distinguish diagnostic appointments from repair appointments because:

- A. Diagnostic appointments are always free while repair appointments always include a high charge for the customer's visit
- B. Diagnostic appointments use the same technician as repair appointments without any difference in scope or labor time
- C. Diagnostic appointments require a specific bay that no other service work can use at the time of the appointment
- D. Diagnostic appointments require time for evaluation before scope is known, while repair appointments have a known scope

Practice Exam 18 – Answer Explanations

1. B — Customer filming has become common, and the right response is to acknowledge it politely, conduct the intake professionally as if not being filmed, and remain transparent throughout — anything said on camera should be exactly what would be said off camera. Demanding the customer stop, hiding the face, or threatening legal action each escalate a situation that requires only professional composure.

2. D — Connecting rod bearings sit at the connecting rod's big end where it bolts around the crankshaft's offset rod journal, providing the bearing surface that allows the rod to rotate around the journal while transmitting combustion force from piston to crank. Main bearings, camshaft bearings, and wrist pin bushings are separate bearing locations.

3. D — Recording fuel level at intake (and at delivery) documents the vehicle's condition coming in and going out — protecting the customer (against claims their tank was drained) and the shop (against claims

fuel was used during a longer-than-necessary test drive). Fuel sales, federal mandates, and diagnostic purposes are not the reason for this documentation practice.

4. B — A customer's incoming phone call is briefly more important to them than the intake conversation, and the productive response is to pause respectfully, let them take the call, and pick up the intake when they return their attention — the small courtesy preserves the relationship. Pressing through, ending the visit, or surcharging for the delay each fail proportionate handling.

5. A — A confirmation email is a routine request: confirm the email address, send the confirmation (most modern shop management systems automate this), and document the email in the customer file so the team knows their preferred communication channel. Refusal, pretended system limitations, or surcharges each fail a standard customer expectation.

6. C — Caliper slide pins require periodic cleaning of the bores, fresh high-temperature caliper-specific grease (regular grease melts or attracts brake dust), and replacement of pins or boots that are worn, corroded, or seized — proper pin movement is essential to even pad wear and full caliper function. Wholesale replacement, torque tightening, and pin removal each misunderstand the design.

7. B — A family translator is a legitimate communication path, and the consultant should welcome the translator, continue addressing the customer (the registered owner and decision-maker) directly through eye contact and direction of speech, and confirm understanding through the translator at each step. Refusal, ignoring the customer, or charging for translation time each mishandle the inclusion.

8. A — A phone-quote discrepancy deserves immediate honest review: apologize for the inconsistency, review what was actually quoted on the phone (call notes, recording, or the consultant's recollection), and reconcile to the figure the customer was given when reasonable. Telling the customer phone quotes don't count, refusing to honor anything, or auto-matching without review each fail proper service recovery.

9. B — A request for a specific technician deserves an honest check: that technician's availability for the appointment time and skill match for the requested work — schedule them if both check out, explain honestly if not. Random-assignment claims, false promises, and blanket refusals each fail a request that customers often make for legitimate continuity reasons.

10. C — Front-biased braking exists because braking forces shift the vehicle's mass forward (the front-end "dives" under braking), increasing the load and traction at the front wheels — so the front brakes can do more work without locking up. Front brake pads, calipers, and rotors are typically larger than the rears to deliver this capacity. Federal mandates and parking-brake-only rears are inaccurate.

11. A — Emergency contact calls are sensitive: per typical shop policy, verify the caller's relationship to the customer (a simple ID question against the file), share only basic vehicle-in-shop status information, and follow privacy guidelines for everything else (cost, scope, specific issues) without explicit owner permission. Full disclosure, blanket refusal, or update fees each fail the balance between care and privacy.

12. A — A phone number update is the simplest possible file-maintenance task: capture the new number, save it to the customer's record, and confirm which number the shop should use for future

communications. Continuing to use the old number, refusing to update, or charging a fee for the update each fail what should be a thirty-second routine task.

13. B — Drum brake self-adjusters typically use an actuating arm (lever, cable, or ratchet) that advances a star wheel (or other adjuster mechanism) a small increment each time the parking brake or reverse braking is applied — taking up the slack as the shoes wear. Hydraulic pressure, electric servos, and manual customer adjustment are not how self-adjusters work.

14. C — Valve springs hold the engine valves closed against their seats whenever the camshaft lobe is not actively lifting them open — providing the closing force that seals combustion pressure and follows the cam profile during opening and closing. Weak or broken valve springs cause valve float, missed seat seal, and engine damage at higher RPM.

15. A — A small gift accompanied by a discount request is best handled by separating the two: thank the customer warmly for the cookies, decline the bargain politely, and process the visit at standard pricing — the cookies remain a kind gesture without becoming a transaction. Trading discount for cookies, refusing the cookies, or quiet bribery handling each mishandle the moment.

16. D — The high-side service port (connecting to the compressor's discharge line) and the low-side service port (connecting to the compressor's suction line) are physically distinct fittings, with the high-side port sized differently from the low-side port to prevent technicians from accidentally connecting recovery equipment backward — which could damage the equipment or the system.

17. D — End-of-day vehicle security calls for locked and secured vehicles in the shop's controlled space (fenced lot, locked building, monitored area) with the keys stored in the shop's key control system (key board, key cabinet, or key tracker). Keys-in-ignition, public-street parking, or unlocked-lot storage each invite theft and break the shop's chain of custody.

18. C — The valve seat in a modern aluminum cylinder head is a hardened steel insert pressed into the head — aluminum is too soft to provide the durable, high-temperature sealing surface the valve face requires. The steel insert is precisely machined to the valve face angle (typically 45°), creating the seal that holds combustion pressure when the valve closes.

19. C — A comeback log tracks vehicles that return to the shop with the same concern shortly after a repair, supporting process improvement (identifying parts vendors, diagnostic gaps, or technician skill needs) and quality control (measuring the shop's first-time-fix rate). Customer loyalty tracking, warranty applications, and dormant-customer marketing are not the comeback log's purpose.

20. B — Many customers prefer text for routine updates ("your vehicle is ready," "approval needed," "appointment reminder") — confirm the mobile number, note the text preference in the customer file, and use texts for the appropriate routine communications. Refusal, unsolicited marketing texts, or charging per text each fail a normal modern customer expectation.

21. C — Modern wheel balancing uses stick-on (adhesive) weights for alloy wheels (where the smooth finish does not accommodate clip-on weights) typically placed on the inner rim flange where they are

hidden from view, and hammer-on (clip-on) weights for steel wheels along the outer rim edge. Lead-only, plastic-only, and magnetic-only weights misrepresent current practice.

22. A — "Please don't talk down to me" is direct feedback, and the appropriate response is immediate sincere apology, an explicit adjustment to peer-level explanation, and an invitation for the customer to tell the consultant how they prefer information delivered. Defensiveness, refusing further conversation, or surcharges each compound the original offense.

23. B — Personal small talk is part of relationship-building service, and a brief friendly answer (if the consultant is comfortable) followed by a gentle redirect back to the service work strikes the right balance — neither cold refusal nor extended off-topic conversation. Either extreme misreads the moment.

24. A — Timing marks on the crankshaft pulley and timing cover allow the technician (using a timing light) to set or verify the engine's base ignition timing on engines that allow timing adjustment — older distributor-equipped engines, some performance engines. Modern computer-controlled engines manage timing electronically, but the timing marks remain on many engines for service reference.

25. D — The receiver-drier (TXV systems) and accumulator (orifice-tube systems) both contain a desiccant material that removes moisture from the refrigerant circuit (moisture combines with refrigerant to form corrosive acids), a filter to catch contaminants, and a small reserve volume of refrigerant. Compression, expansion, and heat rejection happen at different components.

26. D — Shop tour requests vary in feasibility (insurance, current bay activity, safety, customer expectations), and the right response is to check the policy, offer a structured walk-through within safety guidelines if the shop allows tours, or explain why a tour is not possible today. Blanket refusal, immediate full access, or trade-secret claims each handle the request poorly.

27. B — The DC-DC converter steps the high-voltage traction battery's DC voltage (typically 200-400V) down to the 12V level the vehicle's accessories (lights, infotainment, modules) need — performing the function the conventional alternator performs on internal-combustion vehicles. AC conversion, mechanical generation, and AC-to-DC for charging happen at different components.

28. C — The crosshatch pattern (typically machined at a 45° angle to the bore axis) creates microscopic oil-retention grooves that hold a thin film of engine oil on the cylinder wall, allowing the piston rings to seal against the wall and reducing wear during the engine's operating life. Decoration, compression reduction, and thermal expansion are not the purpose.

29. C — A "before and after" photo request is reasonable and increasingly common, and the right response is to welcome the photographs in appropriate areas (the customer's vehicle, replaced parts laid out for inspection), explain any safety or privacy restrictions (no photos of other customers' vehicles, no photos of the technician without consent), and proceed normally. Refusal, false policy claims, or fees each fail a transparency request.

30. D — The alternator's stator windings generate alternating current as the rotor's magnetic field sweeps past them, and the diode rectifier (typically six diodes arranged in a bridge configuration on a three-phase alternator) converts that AC output into the DC current the vehicle's electrical system requires for battery

charging and accessory power. Voltage step-up, magnetic field generation, and voltage smoothing are different functions.

31. A — A vehicle dropped off by a non-owner requires verification of the registered owner's authorization — typically a signed note, a phone call, or a documented previous authorization on file — with the relationship documented in the file before service proceeds. Refusing without exception, accepting without authorization, or surcharging each fail standard authorization practice.

32. C — The oil filter's bypass valve is a safety device: if the filter element becomes clogged (cold start with thick oil, severely overdue change), the bypass opens at a defined pressure differential and allows unfiltered oil to flow past the filter directly to the engine — unfiltered oil is far better than oil-starved bearings during the brief bypass period.

33. B — A request to call the customer's employer is a privacy and boundary issue, and the better solution is to offer written documentation of the visit (date, time, estimated completion) that the customer can forward to their employer themselves — preserving their professional relationship without inserting the shop into it. Refusal, unauthorized calls, or advocacy fees each handle the request poorly.

34. A — The pre-delivery QC inspection verifies that the repair was actually completed correctly (test drive, system check, code clear), the work area is clean (interior, exterior, no shop debris), and the vehicle is in pickup condition — final quality control before the customer takes possession. Revenue generation, federal mandates, and labor padding each misrepresent the inspection's purpose.

35. C — Industry-standard tire repair (RMA, USTMA guidelines) limits safe repairs to the tread area only, for punctures up to roughly ¼ inch (6 mm) in diameter, using a combination plug-and-patch repair from the inside of the dismounted tire. Sidewall punctures, large punctures, and shoulder punctures are not safely repairable.

36. B — A hybrid service capability question deserves an honest answer: which hybrid systems the shop services, which technician certifications the shop holds (some shops have specialized hybrid training and equipment, others refer hybrids to dealerships), and what the customer should expect today. Refusal, accepting unqualified work, or surcharging the inquiry each fail the legitimate question.

37. D — Environmental practices are increasingly part of customers' purchase decisions, and the shop should be able to honestly explain its used-oil disposal, refrigerant recovery, hazardous waste handling, and recycling practices — both because the practices are real (and required) and because transparency builds trust. Refusal, vague answers, or confidentiality claims each miss the opportunity.

38. B — A disclosure dispute deserves immediate review of the documentation timeline (estimate, authorization, any change-order notes) with the customer present, an honest acknowledgment if the shop failed to disclose, and an adjustment if the shop's documentation does not support the charge. Insistence, automatic removal, or consumer-protection deflection each handle the dispute poorly.

39. B — Pet policies vary by shop (some welcome non-service dogs, some restrict to the lobby, some prohibit non-service animals), and the appropriate response is to check the shop's actual policy,

accommodate within those guidelines, and welcome the customer accordingly. Refusal, free-bay access, or pet fees each fail a routine policy question.

40. A — In a typical differential, the drive shaft (or output shaft) turns the smaller pinion gear, which engages the larger ring gear at a 90° angle — converting the longitudinal rotation of the drive shaft into the lateral rotation of the axle shafts that turn the wheels, while also providing the final gear reduction of the powertrain. The reverse arrangement, simultaneous drive, and reverse direction are inaccurate.

41. A — A low-score survey is a service-recovery opportunity, handled with a follow-up call from a manager (not the consultant who served the customer), investigation of the underlying issue, and documentation of what was learned for process improvement. Automated apologies without follow-up, ignoring the response, or deleting the record each fail the survey's purpose.

42. D — The flexplate on an automatic transmission vehicle is a thin steel plate that bolts to the crankshaft and to the torque converter — providing the connection point between the engine and the converter without the rotational mass of a manual flywheel (the torque converter itself provides the smoothing function the flywheel performs on manual vehicles). Heavier, clutch-disc-containing, and balancer-replacing descriptions are inaccurate.

43. C — Engine knock occurs when a portion of the air-fuel mixture in the combustion chamber auto-ignites (from heat and pressure alone) after the spark plug has fired but before the normal flame front has reached that area — the two pressure waves collide, producing the characteristic pinging sound and a sharp pressure spike that damages pistons, bearings, and gaskets over time.

44. C — A loyalty program question deserves an accurate, helpful answer: explain whether the shop has a loyalty program, what eligibility looks like, what the benefits are, and how the customer can enroll if they wish. Refusal, denial of an existing program, or invented federal-law restrictions each fail a routine customer-relationship question.

45. A — Parts brand questions are increasingly common, and the consultant should explain the shop's parts sourcing approach honestly: which brands the shop typically uses, what factors drive the choices (OEM vs OE-equivalent vs economy aftermarket, warranty, availability), and what the customer's options are if they prefer a specific brand. Refusal, random-brand claims, or disclosure fees each fail transparent practice.

46. A — A customer offering to leave a positive review is a moment to thank them sincerely, mention the platforms the shop is active on (Google, Yelp, Facebook), and let the customer follow through on their own timeline — pressuring the customer at the counter feels coercive and may violate review-platform terms of service. Demanding, refusing, or discouraging the review each handle the offer poorly.

47. D — A standard multi-point inspection checklist covers the key safety and wear items every customer's vehicle benefits from having checked — tires (depth, pressure, wear pattern), brakes (pad thickness, fluid), fluids (engine, transmission, coolant, washer), lights (all bulbs), belts and hoses, suspension components — consistently across vehicles, with results documented for the customer's record. Random completion, skipping repeat customers, or limiting to requested items each fail the inspection's value.

48. D — A well-designed maintenance reminder system sends timely reminders based on the customer's actual vehicle mileage (drawn from each visit's documentation) and the manufacturer's recommended service intervals on file (oil at the right miles, transmission at the right miles, brake fluid at the right interval). Generic reminders, no reminders, and high-frequency pressure each fail the system's intended customer service purpose.

49. B — A paper receipt request is a simple courtesy: print the receipt, hand it to the customer, and note the preference in the customer's file so future visits default to paper without the customer needing to ask again. Refusal, false claims about no paper, or printing surcharges each fail a routine modern accommodation.

50. D — Diagnostic appointments need open-ended time for evaluation — the technician inspects, scans, tests, and identifies the cause before the repair scope is known — whereas repair appointments have a defined scope, known parts, and predictable labor time. Treating them identically in scheduling produces missed promises on one side and idle bay time on the other. Free-vs-charged framing, bay-specific requirements, and other claims misrepresent the distinction.