

# PRACTICE EXAM 5

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1. A customer calls and says, "My truck is leaking something bright green from the front." Before recommending parts, what is the specialist's best interpretation of the likely system involved?

- A. The brake hydraulic system, since fluid is leaking
- B. The cooling system, since bright green suggests coolant
- C. The fuel system, since the leak is at the front
- D. The power steering system, since it uses green fluid

2. A wholesale account disputes an invoice, saying a part was billed to them that they never ordered. What should the specialist do first?

- A. Refuse to adjust the invoice since it is already posted
- B. Review the order and account details to verify the discrepancy
- C. Tell the account to pay it and sort it out next month
- D. Immediately credit a different account to balance the books

3. During a busy rush, a customer gives only "a 2017 sedan" and asks for front brake pads. What is the correct action despite the time pressure?

- A. Sell the most common pad for that model year quickly
- B. Pull whatever pad is closest on the shelf to save time
- C. Ask the customer to come back when it is less busy
- D. Gather the engine, trim, and VIN before selecting the pad

4. A customer on the phone wants to confirm a part number you read to them. What practice best prevents a mishearing error?

- A. Read the number once quickly so the call stays short

- B. Assume the customer heard it correctly the first time
- C. Email the number only and skip verbal confirmation
- D. Read the number back and spell out any ambiguous characters

5. A shop calls needing a remanufactured alternator "right now" for a car on the lift. They will return the old unit tomorrow. How should the core be handled?

- A. Waive the core charge since they are a trusted account
- B. Refuse the sale until the old core is in hand
- C. Add the core charge now and credit it when the core returns
- D. Charge a permanent non-refundable fee instead of a core

6. A customer says their "check gauge" light came on and the temperature reads high in traffic. The specialist suspects a cooling component. Which is a logical first part to discuss?

- A. The fuel pump, since the engine struggles in traffic
- B. The thermostat or cooling fan, which affect temperature
- C. The alternator, since the light is electrical
- D. The brake master cylinder, since the car was stopped

7. A customer insists the green coolant they always used is fine, but the manufacturer specifies a long-life type. How should the specialist respond?

- A. Agree and sell the green coolant they prefer
- B. Tell them coolant type never matters
- C. Sell a random universal coolant to satisfy them
- D. Explain the vehicle specifies a particular type and recommend it

8. A regular customer asks for "the cheapest brake pads you've got" for a vehicle they use to tow a heavy trailer. What is the most responsible recommendation?

- A. Sell the cheapest organic pad regardless of the towing use
- B. Refuse to sell any pads for a towing vehicle
- C. Sell pads with no hardware to keep the price lowest
- D. Match the friction material to the towing load and duty

9. A customer brings in an old part with a number stamped on it but does not know the vehicle. What resource lets the specialist find an equivalent?

- A. An interchange list cross-referencing the part number
- B. The store's lost-sales reporting log
- C. The seasonal merchandising display plan
- D. The customer's recollection of the fuel economy

10. A delivery driver returns saying a wholesale account refused a part as "wrong." Investigating, the specialist finds the original phone order lacked the engine size. What was the root cause?

- A. The delivery driver took the wrong route
- B. The account changed their mind after ordering
- C. Incomplete vehicle information at the time of the order
- D. The supplier shipped a defective part to the store

11. A customer asks why the remanufactured caliper they're buying costs extra that they'll "get back later." What are they referring to?

- A. A handling charge that is never refunded
- B. The refundable core charge returned when the old caliper comes back
- C. A sales tax that is rebated by the manufacturer
- D. A restocking fee charged on all calipers

12. A customer's vehicle has coil-on-plug ignition, and they ask for "a new set of plug wires." How should the specialist handle this?

- A. Explain the engine has no plug wires; it uses individual coils
- B. Sell a universal wire set and let them trim it
- C. Order plug wires by length for that engine
- D. Tell them the wires are a dealer-only part

13. A shop needs an automatic transmission fluid and names a brand. The specialist knows this transmission requires a specific spec. What should the specialist confirm?

- A. That the largest available bottle is selected
- B. That the fluid is the cheapest option in stock
- C. That the brand color matches the old fluid
- D. That the fluid meets the specific specification the vehicle requires

14. A customer doing a timing belt on an interference engine wants "just the belt." Why should the specialist recommend the complete kit?

- A. The kit is simply more profitable for the store
- B. The belt alone never fits the engine properly
- C. Kits are required by law for all timing jobs
- D. The tensioner and water pump share the labor and a failure causes major damage

15. A customer says, "I need touch-up paint, it's a dark red." Why can't the specialist proceed on the color name alone?

- A. Dark red paint is unavailable in the aftermarket
- B. The manufacturer may offer several reds with different codes
- C. Color names are identical across all manufacturers

D. Touch-up paint cannot be matched to any car

16. A customer returns an electrical part that store policy lists as non-returnable, saying no one told them. When should the policy have been stated?

A. Only after the customer attempts the return

B. Through a mailed notice weeks afterward

C. At the time of sale, before the purchase was completed

D. Never, since electrical parts are always returnable

17. A customer with a growling front-end noise that rises with speed and worsens in turns asks what's wrong. Which component should the specialist discuss?

A. The catalytic converter heating up

B. The fuel injector on one bank

C. A worn wheel bearing or sealed hub assembly

D. The cabin air filter restricting airflow

18. A customer asks for a battery and you note their vehicle specifies AGM. They want a cheaper flooded unit. What should you explain?

A. Flooded batteries always outperform AGM units

B. The two types are completely identical

C. Flooded batteries are illegal to sell for cars

D. The vehicle's charging and durability needs may not be met by flooded

19. A shop calls saying a customer's car "pulls hard to the right when braking." The specialist suspects a hydraulic brake issue. Which is the logical component to discuss?

A. The radiator cap pressure rating

- B. A sticking or seized caliper at one wheel
- C. The mass airflow sensor reading
- D. The serpentine belt tension

20. A customer needs a fuel line hose and asks if the cheap rubber hose on the shelf will work. What must the specialist ensure?

- A. The hose matches the original line's color
- B. The hose is the same as a vacuum hose
- C. The hose is fuel-rated and appropriate for the pressure
- D. The hose is simply the least expensive available

21. A customer's vehicle could have come with two engines, and the catalog returns an ambiguous result. What is the most reliable way to settle it?

- A. Assume the higher-output engine for safety
- B. Sell parts for both engines to be certain
- C. Confirm the engine using the VIN or component markings
- D. Decline to look up the part any further

22. A customer says their automatic transmission "shifts hard" since a fluid change at another shop, which used a generic fluid. What is the likely issue to discuss?

- A. The wrong fluid that did not meet the transmission's specification
- B. A failed catalytic converter affecting shifting
- C. A worn serpentine belt slipping
- D. A clogged cabin air filter

23. A customer wants a ring and pinion for an all-wheel-drive vehicle. What must the specialist emphasize about the ratios?

- A. The ratios can differ front to rear without issue
- B. Only the rear ratio matters on these vehicles
- C. The front and rear gear ratios must match
- D. The ratio is irrelevant if the brand is the same

24. A customer with a clicking noise when turning a front-wheel-drive car asks what to replace. What should the specialist also recommend inspecting as the common root cause?

- A. The radiator cap and coolant level
- B. The spark plug heat range
- C. The CV boot, whose failure leads to joint damage
- D. The cabin air filter condition

25. A receiving clerk finds a shipment two units short of the packing slip during a busy morning. What is the correct action?

- A. Document the shortage as a discrepancy for resolution
- B. Shelve the parts and fix the count from memory later
- C. Accept it as complete to avoid delaying the supplier
- D. Discard the packing slip since the parts are in stock

26. A customer asks why their old part number "doesn't come up anymore." The specialist finds it was superseded. What does this mean?

- A. The old number has been replaced by a current one
- B. The part is permanently unavailable from any source
- C. The customer must buy a part for a different vehicle
- D. The number was simply entered incorrectly before

27. A customer requests engine oil and you see the vehicle needs a specific European manufacturer approval. Besides viscosity, what must match?

- A. The color of the oil in the bottle
- B. The size of the container selected
- C. The brand the customer used previously
- D. The specific manufacturer approval or specification

28. A shop calls needing a part the store doesn't stock, urgently, for a car on the lift. The store can get it from a competitor at a higher cost. What is this called?

- A. A standard stock transfer between branches
- B. An outside purchase to fill the urgent need
- C. A core return transaction
- D. A seasonal promotional order

29. A customer asks what the "65" means in their tire size P225/65R17. What should the specialist explain?

- A. It is the section width in millimeters
- B. It is the wheel diameter in inches
- C. It is the maximum speed rating code
- D. It is the aspect ratio as a percentage of the width

30. A customer's vehicle has an electronic parking brake and needs rear brakes. What should the specialist note about the job?

- A. A scan tool is typically needed to retract the caliper pistons
- B. The rear brakes never require service on these vehicles
- C. The parking brake cable must always be replaced

D. The rear brakes use only drum shoes exclusively

31. A customer says their headlight is out and asks for "a bulb." What must the specialist obtain to select the correct one?

A. The color the customer prefers for the light

B. The brand of the original bulb only

C. The correct bulb trade number for the vehicle and position

D. The wattage the customer thinks is brightest

32. A customer doing a clutch replacement asks what parts go together. Which set should the specialist provide?

A. The radiator and the water pump

B. The fuel pump and the in-tank filter

C. The disc, pressure plate, and release bearing

D. The front struts and the strut mounts

33. A customer's vehicle pulls and wanders, with clunking over bumps. Which worn components could explain the combination?

A. The spark plugs and ignition coils

B. Worn ball joints, bushings, and sway bar links

C. The oil filter and engine oil

D. The cabin air filter and blower motor

34. A customer wants only one front strut replaced to save money. What should the specialist advise and why?

A. Replace only the worn strut since the other is fine

- B. Replace all four struts regardless of condition
- C. Replace struts in pairs to keep damping balanced across the axle
- D. Replace the strut with a plain shock to cut cost

35. A customer asks whether they can dispose of their old engine oil and antifreeze in the trash. What should the specialist explain?

- A. These are regulated wastes and must be recycled, not trashed
- B. They can be poured down any household drain
- C. They can be thrown in the trash once cooled
- D. There are no rules governing their disposal

36. A customer's vehicle needs a thermostat. They ask how the thermostat affects the engine. What is the correct explanation?

- A. It maintains system pressure to raise the boiling point
- B. It stores excess coolant during expansion
- C. It filters debris from the coolant
- D. It regulates coolant flow to control engine temperature

37. A customer brings a competitor's brand part number and wants the store's equivalent. Which resource is the fastest path?

- A. A fresh vehicle lookup starting from year and make
- B. The store's physical inventory count sheet
- C. An interchange list of equivalent part numbers
- D. The customer's original purchase receipt

38. A customer's special order has finally arrived. What is the correct next step?

- A. Notify the customer promptly that the part has arrived
- B. Place it directly into general sellable stock
- C. Return it to the supplier if not collected within a day
- D. Apply a higher markup than originally quoted

39. A customer asks why a fuse keeps blowing and suggests just using a bigger one. How should the specialist respond?

- A. Agree, since a bigger fuse solves the problem
- B. Replace with the same rating and address the underlying cause
- C. Remove the fuse entirely to keep the circuit live
- D. Bridge the fuse holder with foil to stop the blowing

40. A customer needs oil and a filter. Which additional small item completes the model oil-change related sale?

- A. A new set of brake pads
- B. A replacement serpentine belt
- C. The drain plug gasket or washer
- D. A fresh battery for the vehicle

41. A customer's vehicle uses R-1234yf and they ask if R-134a will work. What is the correct response?

- A. Yes, the two are fully interchangeable
- B. Yes, if only a small amount is added
- C. No, the refrigerants are not interchangeable and must match
- D. Only if the system is first drained of oil

42. A customer asks what document the shop generates that includes both parts and labor for a repair. Which is it?

- A. The repair order from the service facility
- B. The counter cash receipt only
- C. The supplier's packing slip
- D. The interchange reference list

43. A customer's brakes squeal, and the specialist recalls the original pad sale didn't include a certain item. What was likely omitted?

- A. The brake hardware kit and caliper lubricant
- B. A replacement master cylinder
- C. A bottle of coolant for the system
- D. A new air filter for the engine

44. A customer asks the difference between a gasket and a seal. Which explanation is correct?

- A. Both seal only rotating shafts identically
- B. A gasket seals a moving part; a seal seals a static joint
- C. A gasket seals a static joint; a seal seals a moving part
- D. Neither is used to prevent leaks in an engine

45. A customer's vehicle has electric power steering and they ask for fluid. What is the correct response?

- A. Recommend a universal power steering fluid
- B. Explain the system uses no fluid; it is electrically assisted
- C. Sell automatic transmission fluid as a substitute
- D. Tell them the fluid is a dealer-only item

46. A part is listed "sold each" for a front brake job using two wheels. How many pads should the specialist order?

- A. One, since the listing covers the job
- B. Four, two for each of the two front wheels
- C. Two, one for the entire axle
- D. Three, with one kept as a spare

47. A customer says the engine "takes forever to warm up and the heater is weak." Which cooling component being stuck open would explain this?

- A. The thermostat stuck open, letting the engine run cool
- B. The radiator cap stuck closed
- C. The water pump spinning too fast
- D. The overflow reservoir being empty

48. A customer requests a wheel and gives only the diameter. What else must be matched for proper fit?

- A. The bolt pattern, offset, and center bore
- B. The color and finish of the wheel
- C. The brand of the original equipment wheel
- D. The recommended tire pressure value

49. A customer's vehicle requires a specific manufacturer ATF and they ask about a generic multi-vehicle fluid. What should the specialist confirm?

- A. That the largest bottle is the best value
- B. That the generic fluid meets the specific required specification
- C. That any ATF works in every transmission

D. That the color matches the old fluid

50. A customer disposing of an old lead-acid battery asks why the store charges a core fee on the new one. What is the correct explanation?

A. The core fee ensures the old recyclable battery is returned

B. The core fee is a non-refundable handling charge

C. The core fee replaces the sales tax on the battery

D. The core fee is a random surcharge with no purpose

51. A customer asks how to read the engine oil rating "5W-30." What does the "W" indicate?

A. Winter, the oil's cold-temperature flow performance

B. Weight, the total mass per quart of oil

C. Wear, the anti-friction additive level

D. Water, the moisture resistance of the oil

52. A customer's vehicle could use port or direct injection depending on the engine. What identifier resolves which applies?

A. The tire size mounted on the vehicle

B. The exterior paint code on the door jamb

C. The customer's memory of the fuel economy

D. The engine information decoded from the VIN

53. A customer asks what the catalytic converter does and whether a replacement has any rules. What is accurate?

A. It quiets the exhaust and has no regulations

- B. It measures airflow and is sold freely everywhere
- C. It treats emissions and replacements must meet standards
- D. It pressurizes fuel and faces no regulation

54. A customer's vehicle has TPMS and is getting new tires. What related items and step should the specialist mention?

- A. A new catalytic converter and oxygen sensors
- B. A timing belt kit and water pump
- C. A brake fluid flush and master cylinder
- D. The TPMS service kit and a sensor relearn after mounting

55. A customer asks why the store records a part it uses on its own delivery truck rather than just taking it. What is the correct reason?

- A. The store is not allowed to use its own parts
- B. Taking it without record raises the part's price
- C. Recording it is optional and rarely done
- D. Recording it as store-use keeps the inventory count accurate

56. A customer reports a clicking when turning and the specialist confirms a torn CV boot. Why does this lead to joint failure if ignored?

- A. The torn boot lets grease out and contaminants in, damaging the joint
- B. The boot is purely cosmetic and has no effect
- C. The boot regulates the differential gear ratio
- D. The boot controls the brake hydraulic pressure

57. A customer asks what the load index on their tire sidewall indicates. What is correct?

- A. The aspect ratio of the tire
- B. The wheel diameter in inches
- C. The section width in millimeters
- D. The maximum load the tire can carry

58. A customer wants the longest-lasting spark plug for highway driving. Which electrode material generally lasts longest?

- A. A copper-core plug, the shortest-life option
- B. An iridium plug, known for the longest service life
- C. A standard organic-tipped plug
- D. Any plug, since material has no effect on life

59. A customer's drum brake shows an inside diameter beyond the maximum specification. What should the specialist advise?

- A. Machine the drum once more to clean it
- B. Replace the drum rather than resurface it
- C. Install only new return springs
- D. Leave it if the shoes still have material

60. A customer asks what the thermostat being stuck closed would cause. What is the correct symptom?

- A. The engine runs too cool and warms slowly
- B. The battery fails to hold a charge
- C. The fuel economy improves dramatically
- D. The engine overheats from blocked coolant flow

61. A customer brings a vague description of a part inside a complex assembly. What is the most reliable way to confirm the exact piece?

- A. Guess based on the most commonly sold variant
- B. Sell the complete assembly to avoid confusion
- C. Use the catalog illustration with index numbers to match it
- D. Ask the customer to estimate the part's weight

62. A part costs the store \$90 and is priced to a 40% gross margin. What is the selling price?

- A. \$126.00, the cost plus a markup
- B. \$150.00, the cost divided by 0.60
- C. \$54.00, the cost reduced by a factor
- D. \$64.29, the cost divided by 1.40

63. A customer asks why their vehicle's serpentine belt replacement should include checking other parts. Which related components wear with the belt?

- A. The catalytic converter and oxygen sensors
- B. The brake calipers and rotors
- C. The belt tensioner and idler pulleys
- D. The fuel injectors and pressure regulator

64. A customer asks what document records a simple cash parts sale at the counter. Which is it?

- A. The counter ticket or sales invoice
- B. The repair order from a service facility
- C. The supplier's interchange list
- D. The seasonal merchandising plan

65. A customer's vehicle requires AGM and they ask what could happen with a flooded battery. What is the BEST answer?

- A. The flooded battery will outperform the AGM
- B. There is no difference between the types
- C. The flooded battery cannot fit any tray
- D. It may not meet the vehicle's charging and durability needs

66. A customer applies a 20% wholesale discount to a \$250 part on a tax-exempt account. What is the amount due?

- A. \$200.00, the discounted price with no tax
- B. \$270.00, the price plus tax
- C. \$312.50, the price divided by a factor
- D. \$254.00, tax applied before discount

67. A customer asks how the catalytic converter, oxygen sensors, and PCV valve relate. Which statement is accurate?

- A. They are all emissions-related components with distinct roles
- B. They all perform the identical function
- C. None of them affects emissions in any way
- D. They are all part of the brake hydraulic system

68. A customer's vehicle has a stuck-open thermostat. What symptom would this most likely produce?

- A. The engine overheats from no coolant flow
- B. The battery drains overnight
- C. The engine runs too cool and warms up slowly

D. The fuel pump fails to prime

69. A customer asks what the alternator does in their charging system. What is the correct explanation?

A. It stores energy for the starting system

B. It cranks the engine to start it

C. It steps up voltage to fire the spark plugs

D. It converts engine rotation into electrical current

70. A customer doing rear drum brakes asks what to replace with the shoes. What is correct?

A. The front rotors and calipers

B. The drum hardware kit and often the wheel cylinder

C. The radiator hoses and thermostat

D. The serpentine belt and tensioner

71. A customer asks why color is not a safe way to choose coolant. What is the correct explanation?

A. All coolants are the same universal green

B. Manufacturers dye different chemistries similar colors

C. Coolant loses its color after a month

D. Color changes permanently when mixed with water

72. A customer's vehicle uses a CVT and they want to add conventional ATF. What should the specialist advise?

A. Conventional ATF works in all CVTs

B. Add ATF only if the CVT is older

C. Top off halfway to dilute the difference

D. A CVT requires dedicated CVT fluid; do not use ATF

73. A customer asks what the master cylinder does. What is the correct explanation?

- A. It boosts pedal effort using engine vacuum
- B. It converts pedal force into hydraulic pressure
- C. It modulates pressure to prevent wheel lockup
- D. It holds the vehicle stationary when parked

74. A customer asks what the check digit in their VIN is for. What is correct?

- A. To encode the model year of the vehicle
- B. To verify the VIN's validity and detect errors
- C. To indicate the assembly plant location
- D. To identify the country of manufacture

75. A customer wants to know which forced-induction device uses exhaust energy. Which is it?

- A. The supercharger driven by a belt
- B. The intercooler cooling the charge air
- C. The throttle body metering air
- D. The turbocharger driven by exhaust gas

76. A customer's old part number was superseded. What should the specialist provide?

- A. A refund for the inconvenience
- B. A part from an unrelated vehicle
- C. The discontinued number with no substitute

D. The current replacement the supersession points to

77. A customer needs the most precise way to start a catalog lookup. Which is it?

- A. Entering the VIN to resolve exact specifications
- B. The customer's description of the symptom
- C. Browsing by part category alone
- D. The make and model with no other detail

78. A customer asks why the PCV valve matters. What is the correct explanation?

- A. It pressurizes the fuel rail for the injectors
- B. It routes crankcase blow-by gases to the intake to be burned
- C. It senses exhaust oxygen for fuel trim
- D. It regulates coolant flow to the heater core

79. A customer is upset about a part that failed early. What is the most professional first response?

- A. Listen fully to the concern before offering a solution
- B. Tell the customer the failure was their fault
- C. Refuse to discuss it without a manager present
- D. State that the warranty does not apply

80. A customer asks how a special-order deposit protects the store. What is the correct explanation?

- A. It protects the store if the customer fails to complete the purchase of a non-stock item
- B. It is a tax collected on behalf of the supplier
- C. It is a permanent fee the store keeps regardless

D. It replaces the need to document the order

81. A customer describes a part using slang the specialist doesn't immediately recognize. What skill must be applied?

- A. Selling the most expensive option available
- B. Guessing the part without confirming the vehicle
- C. Translating the slang into the correct catalog terminology
- D. Refusing the sale until the customer learns the term

82. A customer asks what a loaded caliper includes. What is correct?

- A. A bare casting with no internals
- B. A caliper that must be rebuilt first
- C. A caliper pre-assembled with pads and hardware
- D. A caliper sold empty without a piston

83. A customer's wheel speed sensor fault triggered an ABS light. What does the sensor read?

- A. The toothed tone or reluctor ring
- B. The brake fluid level in the reservoir
- C. The temperature of the rotor
- D. The pressure in the master cylinder

84. A customer asks why impulse items are placed near the counter. What is the correct reasoning?

- A. To hide them from most customers
- B. To capture spur-of-the-moment additional sales during checkout
- C. To keep them out of children's reach

D. To reduce the store's total product count

85. A customer asks what a physical inventory accomplishes. What is the correct explanation?

A. It increases the retail price of all items

B. It automatically reorders every part

C. It removes special orders from the system

D. It reconciles recorded counts with actual stock on hand

## Answer Key & Explanations

1. B — The cooling system, since bright green suggests coolant. A bright green leak at the front most often points to the cooling system, since traditional coolant is dyed green. The specialist interprets the symptom toward the likely system before recommending parts.

2. B — Review the order and account details to verify the discrepancy. A billing dispute should first be investigated by reviewing the order and account records to verify what happened. Corrections must preserve an accurate record, not be made blindly.

3. D — Gather the engine, trim, and VIN before selecting the pad. Even under time pressure, the correct action is to gather complete vehicle information before selecting a part, since brakes vary by engine and trim. Rushing to a wrong part wastes more time than asking.

4. D — Read the number back and spell out any ambiguous characters. On a phone order, reading the number back and spelling out ambiguous characters prevents a mishearing error. Nothing can be shown visually, so verbal confirmation is essential.

5. C — Add the core charge now and credit it when the core returns. The core charge is added at the sale and credited when the old core comes back, even for a trusted account. Waiving or making it permanent would mishandle the deposit.

6. B — The thermostat or cooling fan, which affect temperature. A high temperature reading, especially in traffic, points to cooling components like the thermostat or cooling fan. These directly control engine temperature.

7. D — Explain the vehicle specifies a particular type and recommend it. The manufacturer's specified coolant type governs, so the specialist should explain this and recommend the correct type. Color preference does not override the specification.

8. D — Match the friction material to the towing load and duty. A towing application benefits from a friction material suited to higher loads and temperatures, so matching the pad to the duty serves safety. Selling the cheapest pad regardless of use is poor practice.

9. A — An interchange list cross-referencing the part number. An interchange list cross-references a part number to an equivalent, the right tool when given a number but no vehicle. The other resources do not perform cross-referencing.

10. C — Incomplete vehicle information at the time of the order. A wrong part traced to a phone order missing the engine size is a gathering failure — incomplete vehicle information at the time of the order. Identifying this prevents the next occurrence.

11. B — The refundable core charge returned when the old caliper comes back. The extra amount the customer "gets back later" is the refundable core charge, credited when the old caliper is returned. It is a deposit, not a handling fee, tax, or restocking fee.

12. A — Explain the engine has no plug wires; it uses individual coils. A coil-on-plug engine has no plug wires — it uses an individual coil on each plug. The request signals a need to clarify the ignition system.

13. D — That the fluid meets the specific specification the vehicle requires. When a transmission requires a specific fluid spec, the specialist must confirm the named brand meets that exact specification. ATF is type-specific, and the wrong fluid can cause damage.

14. D — The tensioner and water pump share the labor and a failure causes major damage. On an interference engine, the complete kit is recommended because the tensioner and water pump share the belt's labor and a belt failure causes severe internal damage. This is best-practice, not merely upselling.

15. B — The manufacturer may offer several reds with different codes. A single color name can cover several shades with different paint codes, so the name alone is insufficient. Only the paint code guarantees a match.

16. C — At the time of sale, before the purchase was completed. A non-returnable policy must be disclosed at the time of sale, before the purchase, so the customer is not surprised at return. This prevents disputes.

17. C — A worn wheel bearing or sealed hub assembly. A growling noise that rises with speed and worsens in turns is classic for a worn wheel bearing or sealed hub, since cornering shifts the load on the bearing. The other components do not produce that symptom.

18. D — The vehicle's charging and durability needs may not be met by flooded. A vehicle specifying AGM may not be properly served by a flooded battery, which can fall short on charging and durability. The battery type must match the specification.

19. B — A sticking or seized caliper at one wheel. A hard pull to one side under braking with otherwise normal operation commonly indicates a sticking or seized caliper applying unevenly. The other components are unrelated to braking balance.

20. C — The hose is fuel-rated and appropriate for the pressure. A fuel line must use fuel-rated hose appropriate for the system pressure; ordinary or vacuum hose is unsafe. This is a safety requirement, not a cost or color decision.

21. C — Confirm the engine using the VIN or component markings. When the catalog is ambiguous between two engines, confirming the engine via the VIN or the installed component's markings settles it. Assuming or selling both is improper.

22. A — The wrong fluid that did not meet the transmission's specification. Hard shifting after a fluid change with a generic fluid points to a fluid that did not meet the transmission's required specification. ATF is type-specific.
23. C — The front and rear gear ratios must match. On an all-wheel-drive vehicle, the front and rear gear ratios must match for correct operation. A mismatch causes driveline binding and failure.
24. C — The CV boot, whose failure leads to joint damage. A clicking CV axle is often caused by a torn CV boot that let grease out and contaminants in. Recommending boot inspection addresses the root cause.
25. A — Document the shortage as a discrepancy for resolution. A shipment short against the packing slip must be documented as a discrepancy for resolution before the count is corrupted. Accepting it as complete forfeits the supplier claim.
26. A — The old number has been replaced by a current one. A superseded part number has been replaced by a current one, which the catalog points to. The old number is not unavailable — it leads to the replacement.
27. D — The specific manufacturer approval or specification. Beyond viscosity, the oil must meet the vehicle's required manufacturer approval, common on European vehicles. Matching viscosity alone can leave the engine under-protected.
28. B — An outside purchase to fill the urgent need. Sourcing a part from a competitor at higher cost to fill an urgent need the store can't meet from its own supply is an outside purchase. It lets the store complete a sale it would otherwise lose.
29. D — It is the aspect ratio as a percentage of the width. In P225/65R17, the "65" is the aspect ratio — the sidewall height as a percentage of the section width. The 225 is width and the 17 is wheel diameter.
30. A — A scan tool is typically needed to retract the caliper pistons. On an electronic parking brake vehicle, rear brake service typically requires a scan tool to retract the pistons. This makes the job differ from a conventional cable system.

31. C — The correct bulb trade number for the vehicle and position. Bulbs are identified by a specific trade number that must match the vehicle and position. The specialist looks up the number rather than relying on preference.

32. C — The disc, pressure plate, and release bearing. A clutch replacement is a kit sale: the disc, pressure plate, and release bearing are replaced together because of the shared labor. Reusing worn companions invites a comeback.

33. B — Worn ball joints, bushings, and sway bar links. Worn suspension and steering joints, bushings, and links cause wandering and clunking over bumps, since they affect alignment and control. The other components do not produce those symptoms.

34. C — Replace struts in pairs to keep damping balanced across the axle. Struts are replaced as an axle pair to keep handling balanced; replacing one side leaves mismatched damping. This is the standard recommendation.

35. A — These are regulated wastes and must be recycled, not trashed. Used oil and antifreeze are regulated wastes that must be recycled or disposed of properly, never put in the trash or down a drain. Improper disposal carries legal and environmental penalties.

36. D — It regulates coolant flow to control engine temperature. The thermostat opens and closes to regulate coolant flow, holding the engine at operating temperature. The cap and reservoir handle pressure and expansion separately.

37. C — An interchange list of equivalent part numbers. An interchange list cross-references a competitor's number to the store's equivalent, the fastest path when given a number. A fresh vehicle lookup is slower and unnecessary here.

38. A — Notify the customer promptly that the part has arrived. When a special order arrives, the specialist should notify the customer promptly. Shelving it as general stock or returning it immediately would be incorrect.

39. B — Replace with the same rating and address the underlying cause. The safe response to a repeatedly blowing fuse is to replace it with the same rating and find the underlying cause. Upsizing or bypassing defeats the protection.

40. C — The drain plug gasket or washer. The drain plug gasket or washer, along with the oil and filter, completes the model oil-change related sale. It is the small required item that rounds out the job.

41. C — No, the refrigerants are not interchangeable and must match. R-1234yf and R-134a are different, non-interchangeable refrigerants, and mixing them can damage the system and violate regulations. The system's specified refrigerant must be used.

42. A — The repair order from the service facility. The repair order, generated by a service facility, includes both parts and labor for a repair job. A counter receipt records only a standalone parts sale.

43. A — The brake hardware kit and caliper lubricant. New pads installed without the hardware kit and caliper lubricant can squeal even when not worn. These are required companion parts for a proper pad installation.

44. C — A gasket seals a static joint; a seal seals a moving part. A gasket seals between two stationary surfaces, while a seal contains a moving (usually rotating) part. The terms are not interchangeable.

45. B — Explain the system uses no fluid; it is electrically assisted. An electric power steering system uses no fluid, so the request signals a need to clarify the system type. Selling any fluid for an EPS vehicle would be incorrect.

46. B — Four, two for each of the two front wheels. A pad listing "sold each" for a two-wheel front brake job requires four pads — two per wheel. Reading the packaging basis prevents a quantity error.

47. A — The thermostat stuck open, letting the engine run cool. A thermostat stuck open allows constant coolant flow, so the engine warms slowly and the heater is weak. A stuck-closed thermostat, by contrast, causes overheating.

48. A — The bolt pattern, offset, and center bore. Beyond diameter, a wheel must match bolt pattern, offset, and center bore for proper fit. The wrong bolt pattern won't mount and the wrong offset causes clearance issues.

49. B — That the generic fluid meets the specific required specification. When a transmission requires a specific ATF, the specialist must confirm any generic fluid meets that exact specification. Some applications cannot use a generic multi-vehicle fluid.

50. A — The core fee ensures the old recyclable battery is returned. A battery core fee is a deposit that ensures the old, recyclable lead-acid battery is returned for proper recycling. It is refundable, not a permanent or random charge.

51. A — Winter, the oil's cold-temperature flow performance. The "W" in 5W-30 stands for Winter, indicating cold-temperature flow performance; a lower W number flows better when cold. It does not mean weight, wear, or water.

52. D — The engine information decoded from the VIN. The VIN's engine information resolves which injection type the specific engine uses. Tire size, paint code, and customer recollection do not determine the injection system.

53. C — It treats emissions and replacements must meet standards. The catalytic converter treats emissions, and replacement converters must meet applicable emissions standards. A non-compliant converter for a regulated application can be illegal.

54. D — The TPMS service kit and a sensor relearn after mounting. When tires are mounted on a TPMS vehicle, the service kit is commonly replaced and the sensors may need a relearn. This is current-vehicle related-sale knowledge.

55. D — Recording it as store-use keeps the inventory count accurate. A part used on the store's own vehicle must be recorded as store-use so the inventory count stays accurate. Unrecorded use appears as shrinkage at the next physical inventory.

56. A — The torn boot lets grease out and contaminants in, damaging the joint. A torn CV boot allows grease to escape and contaminants to enter, leading to joint failure. The boot is protective, not cosmetic, and unrelated to gearing or brakes.

57. D — The maximum load the tire can carry. The load index indicates the maximum load the tire can carry and must meet the vehicle's requirement. The other elements describe aspect ratio, diameter, and width.

58. B — An iridium plug, known for the longest service life. Iridium electrodes resist wear far better than copper, giving the longest service life among common materials. This makes iridium the durability choice for highway driving when the engine permits it.

59. B — Replace the drum rather than resurface it. A drum worn beyond its maximum diameter specification must be replaced, not resurfaced. A too-large drum compromises braking and cannot be restored by machining.

60. D — The engine overheats from blocked coolant flow. A thermostat stuck closed blocks coolant flow to the radiator, causing overheating. A stuck-open thermostat, by contrast, makes the engine run too cool.

61. C — Use the catalog illustration with index numbers to match it. An illustration with numbered callouts lets the specialist match a vague description to the exact component within an assembly. This is the most reliable confirmation method.

62. B —  $\$150.00$ , the cost divided by 0.60. Pricing to a target margin divides cost by  $(1 - \text{margin})$ :  $\$90 \div (1 - 0.40) = \$90 \div 0.60 = \$150$ . Margin is figured on the selling price.

63. C — The belt tensioner and idler pulleys. The tensioner and idler pulleys wear alongside the serpentine belt and share access, making them appropriate related parts. Recommending them reflects complete-job thinking.

64. A — The counter ticket or sales invoice. The counter ticket records a simple standalone parts sale at the counter. The repair order, interchange, and merchandising plan serve other purposes.

65. D — It may not meet the vehicle's charging and durability needs. A vehicle specifying AGM may not be properly served by a flooded battery, which can fall short on charging and durability. The battery type must match the specification.

66. A — \$200.00, the discounted price with no tax. Apply the 20% discount:  $\$250 \times 0.80 = \$200$ , and because the account is tax-exempt, no tax is added. Correctly identifying the exempt account prevents wrongly charging tax.

67. A — They are all emissions-related components with distinct roles. The catalytic converter, oxygen sensors, and PCV valve are all emissions-related but perform distinct functions. They are not identical and are not part of the brake system.

68. C — The engine runs too cool and warms up slowly. A thermostat stuck open allows constant coolant flow, so the engine runs too cool and warms slowly. A stuck-closed thermostat, by contrast, causes overheating.

69. D — It converts engine rotation into electrical current. The alternator converts mechanical engine rotation into electrical current to charge the battery and power the vehicle. The battery stores energy and the starter uses it.

70. B — The drum hardware kit and often the wheel cylinder. A drum brake service should replace the hardware kit and often the wheel cylinder along with the shoes. Worn springs and a leaking wheel cylinder compromise a new installation.

71. B — Manufacturers dye different chemistries similar colors. Color is unreliable because manufacturers dye different coolant chemistries similar colors. The specification, not the color, must guide selection.

72. D — A CVT requires dedicated CVT fluid; do not use ATF. A continuously variable transmission requires its dedicated fluid and cannot use conventional ATF, even to top off. The wrong fluid can cause damage.

73. B — It converts pedal force into hydraulic pressure. The master cylinder converts the driver's pedal force into hydraulic pressure sent to each wheel. The booster, ABS unit, and parking brake serve other roles.

74. B — To verify the VIN's validity and detect errors. The check digit is calculated from the other characters to detect a mistyped or misread VIN. It does not encode year, plant, or country.

75. D — The turbocharger driven by exhaust gas. A turbocharger is driven by exhaust gas energy, while a supercharger is belt-driven by the engine. Both force more air into the engine but from different power sources.

76. D — The current replacement the supersession points to. A superseded part number leads to a current replacement in the catalog, which the specialist should provide. The old number is not unavailable.

77. A — Entering the VIN to resolve exact specifications. VIN entry is the most precise starting point because it resolves engine, trim, and build specifications that year/make/model leave ambiguous. This reduces wrong-part errors.

78. B — It routes crankcase blow-by gases to the intake to be burned. The PCV valve routes crankcase blow-by gases back into the intake to be re-burned, serving as a basic emissions control. The other functions belong to different components.

79. A — Listen fully to the concern before offering a solution. The most professional first response to an upset customer is to listen fully before moving to a solution. Blaming the customer or refusing to engage escalates the situation.

80. A — It protects the store if the customer fails to complete the purchase of a non-stock item. A special-order deposit protects the store against committing to a non-stock part the customer may not collect. It is not a tax, a permanent fee, or a substitute for documentation.

81. C — Translating the slang into the correct catalog terminology. The specialist must translate the customer's slang into the correct catalog terminology to look up the part accurately. This bridges customer language and the catalog.

82. C — A caliper pre-assembled with pads and hardware. A loaded caliper is sold pre-assembled with pads and hardware for installation convenience. This contrasts with a bare or unloaded caliper.

83. A — The toothed tone or reluctor ring. A wheel speed sensor reads the toothed tone or reluctor ring to monitor wheel speed for the ABS. A faulty sensor commonly triggers the ABS warning light.

84. B — To capture spur-of-the-moment additional sales during checkout. Impulse items are placed near the counter to capture spur-of-the-moment additions during checkout. This converts a single-item visit into a larger sale.

85. D — It reconciles recorded counts with actual stock on hand. A physical inventory reconciles the system's recorded counts with actual stock and identifies shrinkage. It does not set prices, auto-reorder, or remove special orders.