

PRACTICE EXAM 6

1. Which term describes gross profit expressed as a percentage of the selling price?
 - A. Markup, figured on the cost of the part
 - B. Margin, figured on the selling price
 - C. Discount, a reduction from the reference price
 - D. Handling charge, added for special sourcing

2. What does the term "core" refer to in the parts industry?
 - A. A used, rebuildable part returned for credit
 - B. The center conductor of a spark plug wire
 - C. The main structural casting of an engine block
 - D. The innermost ply of a radial tire

3. Which document is generated by a service facility and records diagnosis, labor, and parts together?
 - A. The counter ticket for a cash sale
 - B. The supplier's packing slip
 - C. The repair order
 - D. The interchange cross-reference list

4. Which best defines a "supersession" in catalog terms?
 - A. An old part number replaced by a current one
 - B. A cross-reference between two competing brands

- C. A footnote splitting a part by production date
- D. A discount applied to a wholesale account

5. Which battery rating measures the ability to deliver starting current in cold conditions?

- A. Reserve capacity, the sustained-load duration
- B. Group size, the physical dimension class
- C. Amp-hours, the total stored energy
- D. Cold cranking amps, the cold-start rating

6. What does the catalog abbreviation "W/O" mean?

- A. Wide-open throttle position
- B. Warranty optional coverage
- C. Weight overage designation
- D. Without a specified option

7. Which component seals between two stationary surfaces such as the cylinder head and block?

- A. A seal, which contains a rotating shaft
- B. A gasket, which seals a static joint
- C. A bushing, which cushions a pivot
- D. A bearing, which supports a rotating load

8. What does the "W" in the oil viscosity rating 10W-40 indicate?

- A. The total weight of the oil per quart
- B. The wear-additive concentration level

- C. Winter, the cold-temperature flow performance
- D. The water-resistance rating of the oil

9. Which term describes a refundable deposit added to a remanufactured part's price?

- A. A handling charge for special sourcing
- B. A restocking fee deducted from refunds
- C. A core charge, refunded when the core returns
- D. A trade discount off the retail price

10. Which forced-induction device is driven by exhaust gas energy?

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

11. Which resource cross-references equivalent part numbers across different brands?

- A. The lost-sales reporting log
- B. The physical inventory count sheet
- C. The seasonal merchandising plan
- D. An interchange list

12. Which describes a strut as distinct from a plain shock absorber?

- A. A non-structural damper that only controls oscillation
- B. A structural, load-bearing unit combining a spring and damper

- C. A device installed only on the rear axle
- D. A component containing no damping fluid

13. What does the VIN check digit in position 9 accomplish?

- A. It encodes the vehicle's model year
- B. It indicates the assembly plant
- C. It verifies the VIN and detects transcription errors
- D. It identifies the country of origin

14. Which fluid does a continuously variable transmission require?

- A. Conventional Dexron automatic transmission fluid
- B. A dedicated CVT fluid specific to the design
- C. Standard manual-transmission gear oil
- D. Any multi-vehicle ATF meeting a general spec

15. Which term describes a part the store does not stock and must order specifically for a customer?

- A. An outside purchase from a competitor
- B. A special order documented for the customer
- C. A core return transaction
- D. A store-use consumption item

16. Which catalog abbreviation indicates a complete assembled unit?

- A. ASSY, a complete assembly
- B. EA, sold individually

- C. STD, a standard configuration
- D. N/A, not available

17. Which component converts the driver's brake-pedal force into hydraulic pressure?

- A. The brake booster assisting pedal effort
- B. The proportioning valve balancing pressure
- C. The ABS module modulating pressure
- D. The master cylinder generating pressure

18. What does a "loaded caliper" include?

- A. A bare caliper casting with no piston
- B. A caliper requiring rebuild before use
- C. A caliper sold empty for core return
- D. A caliper pre-assembled with pads and hardware

19. Which term describes the wear specification beyond which a brake drum must be replaced?

- A. The minimum thickness of the drum surface
- B. The runout tolerance of the friction face
- C. The maximum inside diameter of the drum
- D. The bedding depth of the shoe lining

20. Which sensor measures the volume of air entering the engine for fuel metering?

- A. The oxygen sensor in the exhaust stream
- B. The coolant temperature sensor in the block

- C. The mass airflow sensor in the intake
- D. The crankshaft position sensor at the pulley

21. Which term describes friction material formulated to be quieter and cleaner for everyday driving?

- A. Semi-metallic pad material
- B. Ceramic pad material
- C. Sintered racing pad material
- D. Raw cast-iron friction surface

22. Which VIN section encodes the engine type and body style?

- A. The World Manufacturer Identifier in positions 1–3
- B. The Vehicle Descriptor Section in positions 4–8
- C. The check digit in position 9
- D. The production sequence in positions 12–17

23. Which describes the correct meaning of "OE" or "OEM"?

- A. An overseas economy parts grade
- B. An older equipment model designation
- C. An optional equipment marking
- D. Original Equipment / Original Equipment Manufacturer

24. Which component allows the driven wheels to rotate at different speeds in a turn?

- A. The torque converter coupling the engine
- B. The transfer case splitting power front to rear

- C. The differential splitting power between wheels
- D. The clutch disc engaging the transmission

25. Which describes a prorated battery warranty?

- A. Full free replacement at any point in the period
- B. Coverage of labor only, never the part
- C. Coverage limited to commercial accounts
- D. A replacement credit that declines as the battery ages

26. Which refrigerant is found in many of the newest vehicles?

- A. R-1234yf, used in many recent vehicles
- B. R-12, used in older pre-1990s systems
- C. DOT 4 fluid repurposed as refrigerant
- D. Plain water in the heater core circuit

27. Which term describes sourcing a part from a competitor to fill an urgent customer need?

- A. A core return transaction
- B. A standard branch stock transfer
- C. A seasonal promotional order
- D. An outside purchase

28. Which joint is associated with the drive axles of a front-wheel-drive vehicle?

- A. The universal joint on a rear driveshaft
- B. The pitman arm joint in the steering box

- C. The ball joint in the suspension knuckle
- D. The constant velocity joint on the half shaft

29. Which describes the function of the PCV valve?

- A. It routes crankcase blow-by gases to the intake to be burned
- B. It recirculates exhaust gas to lower combustion temperatures
- C. It measures the oxygen content of the exhaust
- D. It pressurizes the fuel rail for the injectors

30. Which term describes the standardized document detailing a hazardous product's hazards and safe handling?

- A. The vehicle certification label
- B. The Safety Data Sheet (SDS), formerly MSDS
- C. The technical service bulletin
- D. The interchange reference list

31. Which spark plug specification must match the engine to prevent fouling or pre-ignition?

- A. The heat range of the plug
- B. The brand printed on the package
- C. The price tier of the plug
- D. The color of the insulator body

32. Which describes the correct order of operations for an invoice with a discount and tax?

- A. Extend lines, subtotal, apply discount, then add tax
- B. Add tax to each line before extending

- C. Apply the discount after tax is added
- D. Add tax first, then apply the discount

33. Which describes the difference between markup and margin?

- A. Both are figured on the selling price identically
- B. They always produce the same percentage
- C. Markup is figured on the price, margin on the cost
- D. Markup is figured on cost, margin on the selling price

34. Which engine configuration places two camshafts in the cylinder head?

- A. OHV, overhead valve with pushrods
- B. DOHC, dual overhead cam
- C. SOHC, single overhead cam
- D. A flat or boxer layout regardless of cam

35. Which term describes the toothed component a wheel speed sensor reads?

- A. The brake rotor friction surface
- B. The tone or reluctor ring
- C. The CV joint outer race
- D. The wheel bearing inner race

36. Which describes the role of the alternator in the charging system?

- A. It stores electrical energy for starting
- B. It cranks the engine to start it

- C. It steps up voltage to fire the plugs
- D. It converts engine rotation into electrical current

37. Which catalog notation qualifies a part to vehicles built after a certain date?

- A. An abbreviation meaning sold each
- B. A note indicating a complete assembly
- C. A production-date footnote splitting the application
- D. A symbol meaning the part is not available

38. Which describes the function of the catalytic converter?

- A. It reduces exhaust noise to legal levels
- B. It collects exhaust gases from the cylinders
- C. It converts harmful pollutants into less harmful gases
- D. It recirculates exhaust gas into the intake

39. Which battery type is specifically required by many modern vehicles?

- A. A deep-cycle marine battery
- B. An AGM (absorbent glass mat) battery
- C. A dry-cell electronics battery
- D. A six-volt classic-vehicle battery

40. Which term describes the angles at which the tires meet the road?

- A. The tire's load index rating
- B. The wheel's bolt pattern

- C. The differential gear ratio
- D. The wheel alignment angles

41. Which describes the meaning of catalog abbreviations "L/H" and "R/H"?

- A. Light-duty and heavy-duty ratings
- B. Low-height and raised-height clearance
- C. Left-hand and right-hand positions
- D. Long-handle and ratcheting-handle tools

42. Which describes the correct purpose of reporting a lost sale?

- A. To trigger an automatic customer refund
- B. To document an employee for discipline
- C. To capture demand data guiding stocking decisions
- D. To reduce the recorded inventory value

43. Which steering design uses a pinion gear moving a toothed rack and tie rods?

- A. Recirculating-ball steering with a pitman arm
- B. Rack-and-pinion steering, common on modern vehicles
- C. Worm-and-roller steering on older trucks
- D. Cable-and-pulley steering in light utilities

44. Which describes a torque-to-yield head bolt?

- A. A bolt engineered to stretch and typically single-use
- B. A reusable bolt that can be re-torqued indefinitely

- C. A bolt identical to a wheel lug nut
- D. A bolt that loosens itself during operation

45. Which describes the function of the receiver-drier in an air conditioning system?

- A. It compresses the refrigerant to high pressure
- B. It releases the refrigerant's heat outside
- C. It absorbs cabin heat at the evaporator
- D. It removes moisture from the circulating refrigerant

46. Which describes the correct purpose of a physical inventory?

- A. To reconcile recorded counts with actual stock on hand
- B. To increase the retail price of all items
- C. To automatically reorder every part
- D. To remove special orders from the system

47. Which term describes the standardized sidewall code such as P225/65R17?

- A. The wheel offset designation
- B. The bolt pattern specification
- C. The tire size code
- D. The load index alone

48. Which describes the radiator cap's contribution to the cooling system?

- A. It senses coolant temperature for the fan
- B. It directs flow toward the heater core

- C. It filters debris from the coolant
- D. It maintains pressure, raising the coolant's boiling point

49. Which describes the correct handling of a store-use item from inventory?

- A. Record it as store-use and charge the proper account
- B. Leave it unrecorded since the store owns it
- C. Ring it up as a full-price retail sale
- D. Treat it as shrinkage at year-end

50. Which describes the function of the thermostat?

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

51. Which term describes the rotating component the disc-brake pads clamp against?

- A. The drum the shoes press against
- B. The caliper housing the piston
- C. The wheel cylinder applying force
- D. The rotor, or brake disc

52. Which describes why a fuse must be replaced with one of the correct amperage rating?

- A. A higher rating defeats the protection and risks fire
- B. A higher rating improves circuit efficiency

- C. A lower rating allows more current safely
- D. The rating has no protective function

53. Which fuel system component sprays a precisely metered, atomized amount of fuel?

- A. The fuel pressure regulator on the rail
- B. The fuel filter ahead of the injectors
- C. The fuel injector, controlled electronically
- D. The fuel tank vent and rollover valve

54. Which describes the meaning of a tire's load index?

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

55. Which component physically turns the engine over during starting?

- A. The starter motor engaging the flywheel ring gear
- B. The alternator charging the battery
- C. The ignition coil firing the plugs
- D. The catalytic converter treating exhaust

56. Which describes the correct disclosure timing for a non-returnable policy?

- A. At the time of sale, before the purchase is completed
- B. Only after the customer attempts the return

- C. Through a mailed notice weeks afterward
- D. Never, since all parts are returnable

57. Which describes the brake fluid distinction between DOT 5 and DOT 5.1?

- A. They are the same fluid with different labels
- B. Both are silicone-based and interchangeable
- C. DOT 5 is silicone-based; DOT 5.1 is glycol-based
- D. Both are glycol-based and fully compatible

58. Which describes the function of a wear indicator on a brake pad?

- A. It produces a squeal warning the pad is worn
- B. It increases the pad's friction coefficient
- C. It disables the brakes when the pad is new
- D. It improves the pad's heat resistance

59. Which term describes the small dash-mounted radiator that provides cabin heat?

- A. The heater core in the HVAC housing
- B. The condenser ahead of the radiator
- C. The thermostat housing on the engine
- D. The evaporator in the A/C system

60. Which describes the meaning of the aspect ratio in a tire size?

- A. The section width in millimeters
- B. The sidewall height as a percentage of width

- C. The wheel diameter in inches
- D. The maximum speed rating code

61. Which describes the correct meaning of the abbreviation "EA" in a catalog?

- A. The part is a complete assembly
- B. The part is not available
- C. The part is a standard configuration
- D. The part is sold individually, each

62. Which term describes the protective component whose failure leads to CV joint damage?

- A. The strut mount at the top of the assembly
- B. The sway bar link near the wheel
- C. The CV boot protecting the joint's grease
- D. The brake hardware clip on the caliper

63. Which describes the function of the EGR valve?

- A. It routes crankcase blow-by to the intake
- B. It measures exhaust oxygen for fuel trim
- C. It pressurizes the fuel rail
- D. It recirculates exhaust gas to lower combustion temperatures

64. Which describes the correct meaning of a "wholesale account"?

- A. A professional customer buying on negotiated terms
- B. A one-time retail walk-in customer

- C. A supplier shipping parts to the store
- D. An internal store-use consumption account

65. Which spring type allows adjustable ride height in an air-suspension system?

- A. The air spring, an air-filled bag
- B. The coil spring at each corner
- C. The leaf spring of stacked steel
- D. The torsion bar mounted to the frame

66. Which describes the correct way to apply a 25% discount to a \$200 part in one step?

- A. Multiply \$200 by 1.25 to get \$250
- B. Add \$25 to \$200 to get \$225
- C. Multiply \$200 by 0.75 to get \$150
- D. Divide \$200 by 0.25 to get \$800

67. Which term describes a pivoting ball-and-socket connection between the control arm and steering knuckle?

- A. The tie rod end at the rack
- B. The sway bar link at the bar
- C. The ball joint at the knuckle
- D. The wheel bearing at the hub

68. Which describes the function of the oxygen sensor?

- A. It filters soot particles from the exhaust
- B. It measures exhaust oxygen so the computer adjusts fuel

- C. It reduces the exhaust noise level
- D. It recirculates exhaust into the intake

69. Which term describes the central pressure source of the braking system?

- A. The master cylinder converting pedal force
- B. The brake booster assisting effort
- C. The wheel cylinder applying the shoes
- D. The proportioning valve balancing pressure

70. Which describes the meaning of a coolant being "hygroscopic," a property that actually applies to glycol brake fluid?

- A. It repels all moisture permanently
- B. It changes color when heated once
- C. It absorbs moisture over time
- D. It evaporates completely in the system

71. Which describes the correct purpose of the SDS document a customer may request?

- A. To list the vehicle's build options and paint code
- B. To communicate a hazardous product's hazards and safe handling
- C. To cross-reference part numbers across brands
- D. To record the store's physical inventory counts

72. Which term describes the gear set whose ratio must match the vehicle when replaced?

- A. The transfer case planetary set
- B. The ring and pinion in the differential

- C. The torque converter stator
- D. The timing belt and sprockets

73. Which describes the correct meaning of a "trade discount" or "jobber discount"?

- A. A non-refundable handling fee on special orders
- B. A refundable deposit on a remanufactured part
- C. A tax rebated to wholesale accounts
- D. A reduction off retail given to wholesale buyers

74. Which describes the timing component that synchronizes the camshaft with the crankshaft?

- A. The serpentine accessory belt
- B. The drive axle half shaft
- C. The timing belt or timing chain
- D. The differential ring gear

75. Which describes the correct meaning of "reconciling" a received shipment?

- A. Comparing received items to the packing slip and purchase order
- B. Selling the items at full retail immediately
- C. Discarding the documentation after shelving
- D. Estimating the count without the paperwork

76. Which describes the function of the brake booster?

- A. It converts pedal force into hydraulic pressure
- B. It prevents wheel lockup during braking

- C. It assists pedal effort, usually via engine vacuum
- D. It holds the vehicle stationary when parked

77. Which describes the meaning of "production date" as distinct from model year?

- A. The date the customer purchased the vehicle
- B. The date the catalog listing was last updated
- C. The actual date the vehicle was assembled
- D. The date the warranty period begins

78. Which term describes the friction material that is durable and high-temperature capable but can be harder on rotors?

- A. Ceramic pad material
- B. Semi-metallic pad material
- C. Non-asbestos organic material
- D. Raw cast-iron friction lining

79. Which describes the meaning of "ABS" in the braking system?

- A. A component that boosts pedal effort
- B. A system preventing wheel lockup to preserve steering control
- C. A device converting pedal force to pressure
- D. A valve balancing front-to-rear pressure

80. Which describes the correct meaning of an "open differential"?

- A. The standard type allowing wheels to turn independently
- B. A type locking both wheels together always

- C. A type transferring power to the wheel with traction
- D. A type that connects both axles permanently

81. Which describes the correct way to price a part to a target markup of 30% on a \$50 cost?

- A. Divide \$50 by 0.70 to get about \$71.43
- B. Subtract 30% from \$50 to get \$35
- C. Divide \$50 by 1.30 to get about \$38.46
- D. Multiply \$50 by 1.30 to get \$65

82. Which describes the correct meaning of "shrinkage" in inventory terms?

- A. The intentional reduction of retail prices
- B. The automatic reordering of stock
- C. The seasonal display of merchandise
- D. Inventory loss from theft, damage, or miscounts

83. Which describes the correct meaning of a "restocking fee"?

- A. A refundable deposit on a remanufactured part
- B. A discount given to wholesale accounts
- C. A charge deducted from a refund to return an item to stock
- D. A tax added to special-order parts

84. Which describes the correct meaning of "facing" or "fronting" on a retail shelf?

- A. Pulling products forward so the shelf looks full and accessible
- B. Removing damaged packaging from the shelf

- C. Rotating older stock to the front of the shelf
- D. Grouping related products together

85. Which describes the correct meaning of an "interference engine"?

- A. An engine whose valves and pistons cannot contact
- B. An engine where a failed timing belt lets pistons strike valves
- C. An engine that uses electromagnetic interference shielding
- D. An engine with no timing components at all

Answer Key & Explanations

1. B — Margin, figured on the selling price. Margin expresses gross profit as a percentage of the selling price, while markup is figured on cost. The two reference the same profit dollars from different bases.
2. A — A used, rebuildable part returned for credit. A core is the old, rebuildable part the customer returns when buying a remanufactured replacement. Its value as a rebuildable unit is why a core charge deposit is used.
3. C — The repair order. The repair order is generated by a service facility and records the diagnosis, labor, and parts for a repair job. A counter ticket, by contrast, records only a standalone parts sale.
4. A — An old part number replaced by a current one. A supersession is when a manufacturer replaces an old part number with a newer one. The catalog points the old number to its current replacement.
5. D — Cold cranking amps, the cold-start rating. Cold cranking amps measures a battery's ability to deliver starting current in cold conditions. Reserve capacity, group size, and amp-hours address other characteristics.
6. D — Without a specified option. "W/O" means without, qualifying a listing to vehicles lacking a specified option. Reading it correctly prevents selecting the wrong configuration.

7. B — A gasket, which seals a static joint. A gasket seals between two stationary surfaces such as the head and block. A seal, by contrast, contains a moving (rotating) part.

8. C — Winter, the cold-temperature flow performance. The "W" in 10W-40 stands for Winter, indicating cold-temperature flow; a lower W number flows better when cold. It does not mean weight, wear, or water.

9. C — A core charge, refunded when the core returns. A core charge is a refundable deposit added to a remanufactured part's price and credited when the old core is returned. It is not a handling fee, restocking fee, or discount.

10. B — 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 from different power sources.

11. D — An interchange list. An interchange list cross-references equivalent part numbers across different brands and to OE. The other resources do not perform cross-referencing.

12. B — A structural, load-bearing unit combining a spring and damper. A strut is a structural, load-bearing suspension unit combining a spring and damper, unlike a plain shock that only dampens. This distinction matters in parts selection.

13. C — It verifies the VIN and detects transcription errors. The check digit in position 9 is calculated from the other characters to detect a mistyped or misread VIN. It does not encode year, plant, or country.

14. B — A dedicated CVT fluid specific to the design. A continuously variable transmission requires its dedicated fluid and cannot use conventional ATF or gear oil. The wrong fluid can cause damage.

15. B — A special order documented for the customer. A special order is a part the store does not stock and must order specifically for a customer, with the order documented. An outside purchase, by contrast, sources from another supplier.

16. A — ASSY, a complete assembly. "ASSY" indicates the part is supplied as a complete assembled unit. The other abbreviations indicate each, standard, and not available.

17. D — The master cylinder generating pressure. The master cylinder converts the driver's pedal force into hydraulic pressure. The booster, proportioning valve, and ABS module serve other roles.

18. D — 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.

19. C — The maximum inside diameter of the drum. A brake drum has a maximum inside diameter specification; worn beyond it, the drum must be replaced. A rotor, by contrast, has a minimum thickness spec.

20. C — The mass airflow sensor in the intake. The mass airflow sensor measures the volume of air entering the engine so the computer can meter fuel. The other sensors measure different parameters.

21. B — Ceramic pad material. Ceramic brake pads are formulated to be quieter and cleaner, popular for everyday driving. Semi-metallic pads are more durable but noisier and harder on rotors.

22. B — The Vehicle Descriptor Section in positions 4–8. The VDS in positions 4–8 encodes the engine type, body style, and restraint information. The WMI, check digit, and sequence number carry other data.

23. D — Original Equipment / Original Equipment Manufacturer. "OE/OEM" means Original Equipment / Original Equipment Manufacturer — parts made by or for the vehicle's manufacturer. This is a core catalog distinction from aftermarket parts.

24. C — The differential splitting power between wheels. The differential splits power between the driven wheels while allowing them to rotate at different speeds in a turn. The torque converter, transfer case, and clutch serve other roles.

25. D — A replacement credit that declines as the battery ages. A prorated battery warranty provides a replacement credit that declines over the period as the battery ages. The longer it lasted, the smaller the credit.

26. A — R-1234yf, used in many recent vehicles. R-1234yf is the refrigerant found in many of the newest vehicles. R-12 is the oldest, and it is not interchangeable with the newer types.

27. D — An outside purchase. An outside purchase sources a part from a competitor or other supplier to fill an urgent need the store can't meet from its own supply. It lets the store complete a sale it would otherwise lose.

28. D — The constant velocity joint on the half shaft. The CV joint is used on the front drive axles (half shafts) of front-wheel-drive vehicles. U-joints serve rear driveshafts.

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

30. B — The Safety Data Sheet (SDS), formerly MSDS. The SDS is the standardized document communicating a hazardous product's hazards and safe handling, formerly called the MSDS. It follows a standardized 16-section format.

31. A — The heat range of the plug. A spark plug's heat range must match the engine to prevent fouling (too cold) or pre-ignition (too hot). Brand, price, and insulator color do not determine fit.

32. A — Extend lines, subtotal, apply discount, then add tax. The correct invoice order is to extend each line, subtotal, apply the discount, then add tax. Applying tax before the discount produces an incorrect total.

33. D — Markup is figured on cost, margin on the selling price. Markup expresses profit as a percentage of cost, while margin expresses it as a percentage of selling price. They are different references for the same profit dollars.

34. B — DOHC, dual overhead cam. DOHC indicates two camshafts located in the cylinder head. OHV places the cam in the block, and SOHC uses a single overhead cam.

35. B — The tone or reluctor ring. A wheel speed sensor reads the toothed tone or reluctor ring to monitor wheel speed for the ABS. The other components are not what the sensor reads.

36. 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.

37. C — A production-date footnote splitting the application. A production-date footnote qualifies a part to vehicles built before or after a certain date, reflecting a running change. Overlooking it causes wrong-part errors.

38. C — It converts harmful pollutants into less harmful gases. The catalytic converter uses a catalyst to convert harmful exhaust pollutants into less harmful gases. It is an emissions-critical, regulated part.

39. B — An AGM (absorbent glass mat) battery. Many modern vehicles specifically require an AGM battery, not a standard flooded type. Substituting can fall short of the vehicle's charging and durability needs.

40. D — The wheel alignment angles. Wheel alignment refers to the angles (camber, caster, toe) at which the tires meet the road. Worn suspension parts shift these angles and wear tires.

41. C — Left-hand and right-hand positions. "L/H" and "R/H" mean left-hand and right-hand, position qualifiers in catalog listings. Reading them correctly ensures the right-side part.

42. C — To capture demand data guiding stocking decisions. Reporting a lost sale captures demand for parts not in stock, informing future stocking decisions. An unreported lost sale leaves the store blind to that demand.

43. B — Rack-and-pinion steering, common on modern vehicles. Rack-and-pinion steering uses a pinion gear to move a toothed rack, turning the wheels through tie rods. It is the dominant modern design.

44. A — A bolt engineered to stretch and typically single-use. A torque-to-yield head bolt is designed to stretch when torqued and is typically single-use. Reusing one risks improper clamping and head-gasket failure.

45. D — It removes moisture from the circulating refrigerant. The receiver-drier removes moisture from the refrigerant circulating through the A/C system. The compressor, condenser, and evaporator perform other functions.

46. A — To reconcile 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.

47. C — The tire size code. P225/65R17 is the standardized tire size code encoding service type, width, aspect ratio, construction, and wheel diameter. Offset, bolt pattern, and load index are separate items.

48. D — It maintains pressure, raising the coolant's boiling point. The radiator cap maintains system pressure, which raises the coolant's boiling point and protects against boil-over. It does not sense temperature or filter coolant.

49. A — Record it as store-use and charge the proper account. Store-use items must be recorded as store-use and charged appropriately so they leave sellable stock accurately. Unrecorded use appears as shrinkage at the next inventory.

50. B — 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.

51. D — The rotor, or brake disc. The rotor (brake disc) is the rotating component the disc-brake pads clamp against. The drum, caliper, and wheel cylinder serve other roles.

52. A — A higher rating defeats the protection and risks fire. Replacing a fuse with a higher rating defeats the circuit protection and risks wiring damage or fire. The replacement must match the original amperage.

53. C — The fuel injector, controlled electronically. The electronically controlled fuel injector sprays a precisely metered, atomized amount of fuel. The regulator, filter, and vent valve serve other roles.

54. 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.

55. A — The starter motor engaging the flywheel ring gear. The starter motor physically turns the engine over by engaging the flywheel ring gear. The alternator, ignition coil, and converter perform other functions.

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

57. C — DOT 5 is silicone-based; DOT 5.1 is glycol-based. Despite their similar numbers, DOT 5 is silicone-based while DOT 5.1 is glycol-based, and they are not interchangeable. The silicone DOT 5 must never be mixed with glycol fluids.

58. A — It produces a squeal warning the pad is worn. A brake pad wear indicator produces a squeal that warns the customer the pad is worn. It does not change friction, disable brakes, or improve heat resistance.

59. A — The heater core in the HVAC housing. The heater core is a small radiator inside the dash through which hot coolant flows to provide cabin heat. A blower motor pushes air across it into the cabin.

60. B — The sidewall height as a percentage of width. The aspect ratio is the sidewall height expressed as a percentage of the section width. The other elements describe width, diameter, and speed rating.

61. D — The part is sold individually, each. "EA" means the part is sold individually, each. The other abbreviations indicate assembly, not available, and standard.

62. C — The CV boot protecting the joint's grease. A torn CV boot lets grease escape and contaminants enter, leading to CV joint failure. Inspecting the boot addresses the root cause of a clicking axle.

63. D — It recirculates exhaust gas to lower combustion temperatures. The EGR valve recirculates a portion of exhaust gas into the intake to reduce combustion temperatures and nitrogen-oxide emissions. The PCV valve and oxygen sensor have different roles.

64. A — A professional customer buying on negotiated terms. A wholesale account is a professional customer (shop, fleet, reseller) buying on negotiated pricing and account terms. It differs from a retail walk-in or a supplier.

65. A — The air spring, an air-filled bag. Air springs use air-filled bags that allow adjustable ride height in an air-suspension system. Coil, leaf, and torsion-bar springs do not provide that adjustability.

66. C — Multiply $\$200$ by 0.75 to get $\$150$. A 25% discount applied in one step multiplies by $(1 - 0.25) = 0.75$, giving $\$200 \times 0.75 = \150 . This single-step method is faster than subtracting the discount.

67. C — The ball joint at the knuckle. A ball joint is a pivoting ball-and-socket connection between the control arm and steering knuckle. The tie rod end, sway bar link, and wheel bearing serve other roles.

68. B — It measures exhaust oxygen so the computer adjusts fuel. The oxygen sensor measures exhaust oxygen content so the computer can adjust the fuel mixture. It does not filter, quiet, or recirculate exhaust.

69. A — The master cylinder converting pedal force. The master cylinder is the central pressure source of the braking system, converting pedal force into hydraulic pressure. The booster, wheel cylinder, and proportioning valve serve other roles.

70. C — It absorbs moisture over time. A hygroscopic fluid absorbs moisture over time, the property that applies to glycol brake fluid. This is why such fluid degrades and is sealed in containers.

71. B — To communicate a hazardous product's hazards and safe handling. The SDS communicates a hazardous product's hazards, safe handling, storage, and emergency information. It does not list build options or cross-reference parts.

72. B — The ring and pinion in the differential. The ring and pinion gear set has a ratio that must match the vehicle when replaced. It is sold and replaced as a matched set.

73. D — A reduction off retail given to wholesale buyers. A trade or jobber discount is a reduction off retail given to wholesale buyers. It is not a deposit, handling fee, or tax rebate.

74. C — The timing belt or timing chain. The timing belt or chain synchronizes the camshaft with the crankshaft so valves open and close in time with the pistons. The serpentine belt drives accessories, a separate function.

75. A — Comparing received items to the packing slip and purchase order. Reconciliation compares received merchandise against the packing slip and purchase order to confirm quantities, part numbers, and condition. Discrepancies are then resolved.

76. C — It assists pedal effort, usually via engine vacuum. The brake booster assists pedal effort, usually via engine vacuum. The master cylinder generates pressure, and the ABS and proportioning valve serve other roles.

77. C — The actual date the vehicle was assembled. The production date is the actual date the vehicle was assembled, distinct from its model year. Catalogs use it to split parts affected by running changes.

78. B — Semi-metallic pad material. Semi-metallic pads are durable and high-temperature capable but can be noisier and harder on rotors. Ceramic pads, by contrast, are quieter and cleaner.

79. B — A system preventing wheel lockup to preserve steering control. ABS is an electronic system that prevents wheel lockup during hard braking, helping the driver maintain steering control. It is not a booster, master cylinder, or proportioning valve.

80. A — The standard type allowing wheels to turn independently. An open differential is the standard type, allowing the driven wheels to turn independently. Limited-slip and locking differentials behave differently.

81. D — Multiply $\$50$ by 1.30 to get $\$65$. Pricing to a target markup multiplies cost by $(1 + \text{markup})$: $\$50 \times 1.30 = \65 . Markup is figured on cost, distinct from margin which divides by $(1 - \text{margin})$.

82. D — Inventory loss from theft, damage, or miscounts. Shrinkage is inventory loss from theft, damage, miscounts, or unrecorded transactions, identified during a physical inventory. It is unrelated to pricing or reordering.

83. C — A charge deducted from a refund to return an item to stock. A restocking fee is deducted from a customer's refund to cover returning an item to sellable stock. It differs from a core charge, discount, or tax.

84. A — Pulling products forward so the shelf looks full and accessible. Facing or fronting means pulling products forward so the shelf looks full and accessible. Removing damaged packaging, rotating stock, and grouping are separate practices.

85. B — An engine where a failed timing belt lets pistons strike valves. An interference engine is one in which a failed timing belt allows the pistons to strike open valves, causing severe damage. This is why timely belt replacement is critical.