PRACTICE EXAM 6 SIMULATION

1. Which communication practice serves the purpose of confirming a request and catching errors before a part is pulled?

A. Quoting the price before identifying the part

B. Ending the conversation as quickly as possible

C. Restating the request back to the customer

D. Recording the sale only after the customer leaves

2. What is the primary purpose of asking open-ended questions early in a customer interaction?

A. To force the customer into a single yes-or-no answer

B. To satisfy a documentation requirement

C. To demonstrate the specialist's product knowledge

D. To explore and discover what the customer actually needs

3. Which function does reading a part number back aloud on a phone order accomplish?

A. It lengthens the call to allow upselling

B. It replaces the need for any written record

C. It eliminates the need to confirm quantities

D. It surfaces transposition errors before the order is placed

4. The purpose of acknowledging an angry customer's situation before solving the problem is to:

A. Commit the company to an automatic refund

B. Assign blame for the original error

C. Lower the emotional temperature so the issue can be resolved

D. End the interaction without taking further action

5. Which record captures customer demand that the operation failed to meet from stock?

A. A completed sales ticket

B. A warranty claim form

C. A core return receipt

D. A lost-sale entry

6. What is the purpose of confirming the complete order before ending a phone call?

A. To extend the call for relationship building

B. To verify price, availability, and details so the order is correct

C. To avoid quoting any part number

D. To transfer responsibility to the customer

7. Which practice fulfills the follow-up obligation created by a special order?

A. Canceling the order if the customer does not call

B. Notifying the customer promptly when the part arrives

C. Reselling the part to the first walk-in

D. Waiting for the customer to return unprompted

8. Which component of the sale serves to align the part with the customer's budget, fit, and application?

A. Greeting the customer

B. Recording the transaction

C. Presenting alternative parts and their trade-offs

D. Following up after the sale

9. Which term describes the customer advantage that a part's attribute ultimately delivers?

A. A feature

B. A core charge

C. A benefit

D. A supersession

10. Which charge serves to secure the return of a rebuildable used unit to the supplier?

A. The core charge

B. The freight surcharge

C. The restocking fee

D. The warranty deductible

11. Which part tier serves the customer who wants OE-level quality at a lower price under the supplier's own brand?

A. Economy aftermarket

B. Salvage

C. OES (OE supplier)

D. Remanufactured

12. What is the purpose of related-item selling when a customer buys brake shoes?

A. To add unrelated high-margin items to the order

B. To anticipate the hardware, drums, and seals the job requires

C. To delay the sale until a manager approves

D. To discourage the customer from buying anything more

13. Which practice serves the customer by recommending a higher grade only when the application genuinely warrants it?

A. Overselling an unneeded premium part

B. Upselling to the correct grade for the use

C. Refusing to present any alternative

D. Defaulting to the cheapest part every time

14. Which process restores a used unit to a defined performance specification?

A. Remanufacturing

B. A simple field repair

C. Discounting obsolete stock

D. A warranty exchange only

15. What is the purpose of identifying a customer's vehicle profile and application?

A. To set the truck's resale value

B. To anticipate needs and select the correct part grade

C. To determine the truck's paint code

D. To calculate the dealership's tax liability

16. Which sales step serves to confirm the order, handle the core, and process payment?

A. Determining the need

B. Closing the sale

C. Greeting the customer

D. Identifying the part

17. Which component serves to multiply the driver's pedal effort and signal both brake circuits?

A. The treadle (foot) valve

B. The alternator

C. The slack adjuster

D. The water pump

18. Which component performs the function of stopping the wheel by spreading shoes against the drum?

A. The rotating S-cam

B. The master cylinder

C. The power steering pump

D. The hydraulic caliper

19. Which device serves to apply the brakes automatically when system air is lost?

A. The relay valve

B. The spring brake chamber

C. The quick-release valve

D. The governor

20. Which valve serves to speed rear brake application and reduce brake lag?

A. The treadle valve

B. The relay valve

C. The double check valve

D. The tractor protection valve

21. Which component serves to control the air compressor's cut-in and cut-out pressures?

A. The relay valve

B. The quick-release valve

C. The governor

D. The slack adjuster

22. Which ABS component performs the function of detecting each wheel's rotational speed?

A. The treadle valve

B. The slack adjuster

C. The brake chamber

D. The wheel speed sensor

23. Which maintenance part serves to remove moisture and oil to protect downstream air valves?

A. The master cylinder

B. The air dryer cartridge

C. The quick-release valve

D. The tractor protection valve

24. Which component serves to multiply pushrod force and take up lining wear in an S-cam brake?

A. The governor

B. The slack adjuster

C. The double check valve

D. The treadle valve

25. Which valve serves to protect the tractor's air supply if a trailer breaks away?

A. The relay valve

B. The governor

C. The quick-release valve

D. The tractor protection valve

26. Which battery rating serves to express cold-weather engine-starting power?

A. Group size

B. Reserve capacity

C. Amp-hour rating

D. Cold cranking amps

27. Which component serves to generate electrical power and recharge the battery while the engine runs?

A. The alternator

B. The starter motor

C. The battery

D. The voltage spike

28. Which device serves to let a small control current switch a large electrical load?

A. A fuse

B. A spring brake chamber

C. A slack adjuster

D. A relay

29. Which two functions does the starter solenoid serve when the key is turned?

A. Charging the battery and regulating voltage

B. Engaging the drive into the ring gear and closing the high-current circuit

C. Cooling the intake air and metering fuel

D. Applying the brakes and releasing the clutch

30. Which device serves to interrupt a circuit by sacrificing itself during an overcurrent?

A. A relay

B. A capacitor

C. An alternator

D. A fuse

31. What is the purpose of matching repair wire to the original gauge?

A. To match the harness color for tracing

B. To ease routing through the chassis

C. To reduce the part's cost

D. To safely carry the circuit's current load

32. Which component serves to filter incoming cab air and is a recurring service item?

A. The blower motor

B. The heater core

C. The cabin air filter

D. The condenser

33. Which component serves to connect and disconnect the engine from a manual transmission?

A. The differential

B. The universal joint

C. The slack adjuster

D. The clutch

34. Which component serves to allow the driveshaft to change length as the suspension moves?

A. The universal joint

B. The slip joint (slip yoke)

C. The ring and pinion

D. The pitman arm

35. Which device serves to split engine torque between the two drive axles on a tandem truck?

A. The inter-axle differential (power divider)

B. The quick-release valve

C. The charge-air cooler

D. The slack adjuster

36. Which component performs the function of transmitting power through an angle while flexing constantly?

A. The heater core

B. The water pump

C. The cabin air filter

D. The universal joint

37. Which figure serves to express the driveshaft turns required per wheel revolution?

A. The axle gear ratio

B. The cold cranking amps

C. The fill rate

D. The reserve capacity

38. Which component in a fully automatic transmission serves the role a friction clutch fills in a manual?

A. The slack adjuster

B. The torque converter

C. The pitman arm

D. The relay valve

39. What is the purpose of confirming that both tandem drive axles share the same gear ratio?

A. To prevent driveline binding, heat, and damage

B. To improve cab heating performance

C. To increase the battery's cranking amps

D. To raise the air conditioning output

40. Which transmission type serves on-highway trucks with a friction clutch but no clutch pedal?

A. A fully automatic transmission

B. A non-synchronized crash box

C. A continuously variable transmission

D. An automated manual transmission (AMT)

41. Which component serves to maintain an air-suspension truck's ride height regardless of load?

A. The height control (leveling) valve

B. The power divider

C. The pitman arm

D. The slack adjuster

42. Which suspension type serves severe vocational tandems by distributing load over a pivoting beam?

A. Pure air-bag suspension

B. MacPherson strut suspension

C. Walking-beam suspension

D. Coil-spring suspension

43. Which steering component serves to connect the two steer wheels so they turn together?

A. The pitman arm alone

B. The power steering pump

C. The tie rod and its ends

D. The drag link alone

44. Which component serves as the pivot pin connecting the steering knuckle to the I-beam axle?

A. The kingpin

B. The U-bolt

C. The center bolt

D. The slip yoke

45. Which alignment angle, when incorrect, serves as the leading cause of rapid uneven tire wear?

A. Caster

B. Camber

C. Toe

D. Ride height

46. Which component bolts to the steering gear's output shaft to convert its rotation into linkage motion?

A. The tie rod end

B. The pitman arm

C. The wheel bearing

D. The shock absorber

47. What is the purpose of the bushings found throughout suspension and steering?

A. To generate electrical power

B. To provide pivot points that cushion and locate components

C. To store compressed air for braking

D. To meter fuel into the cylinders

48. Which HVAC component serves to warm cab air using engine coolant?

A. The evaporator

B. The condenser

C. The receiver-drier

D. The heater core

49. Which component serves to absorb heat from the cab air and dehumidify it inside the case?

A. The evaporator

B. The condenser at the front

C. The power steering reservoir

D. The heater core

50. Which component must be replaced whenever the A/C refrigerant system is opened, serving to absorb moisture?

A. The receiver-drier or accumulator

B. The flywheel ring gear

C. The front leaf spring

D. The slack adjuster

51. Which refrigerant served as the long-standing replacement for R-12 across the truck fleet?

A. R-22 household refrigerant

B. R-1234yf only

C. R-134a

D. Diesel exhaust fluid

52. Which component serves to move cab air for both heating and cooling, so its failure disables both?

A. The heater core

B. The condenser

C. The blower motor

D. The expansion valve

53. Which method serves to ignite fuel in a diesel engine without a spark plug?

A. A continuously energized glow plug

B. Compression ignition from highly compressed air

C. An electric arc from the alternator

D. A spark from an ignition coil

54. Which package serves to rebuild a heavy diesel in the chassis with liners, pistons, rings, bearings, and gaskets?

A. The exhaust aftertreatment assembly

B. The HVAC service kit

C. The inframe overhaul kit

D. The brake reline kit

55. Which service part serves to protect diesel injectors from contamination and water?

A. The fuel filter and water separator

B. The cabin air filter

C. The brake air dryer

D. The power steering filter

56. Which device serves to force more air into the cylinders using exhaust gas energy?

A. The turbocharger

B. The alternator

C. The water pump

D. The starter motor

57. What is the purpose of the charge-air cooler?

A. To filter soot from the exhaust

B. To store DEF for the SCR system

C. To lubricate the turbo bearing

D. To cool the compressed intake air and raise its density

58. Which component serves to circulate coolant through the engine and radiator?

A. The oil pump

B. The fuel transfer pump

C. The power steering pump

D. The water pump

59. Which fluid does the SCR system consume to serve the purpose of reducing NOx emissions?

A. Engine coolant

B. Diesel Exhaust Fluid (DEF)

C. Power steering fluid

D. R-134a refrigerant

60. Which emissions component serves to trap soot and periodically burn it off through regeneration?

A. The diesel oxidation catalyst

B. The EGR cooler

C. The diesel particulate filter (DPF)

D. The SCR catalyst

61. What is the purpose of the EGR system?

A. To recirculate exhaust and lower combustion temperature and NOx

B. To store air for the parking brakes

C. To generate the spark to ignite the fuel

D. To convert hydraulic pressure into braking

62. Why does selecting the correct low-ash oil serve the emissions system?

A. It raises the cold cranking amps

B. It improves air conditioning performance

C. It changes the axle gear ratio

D. It protects the diesel particulate filter from damage

63. Which component serves to release combustion heat at the front of the truck, condensing refrigerant to a liquid?

A. The evaporator

B. The heater core

C. The condenser

D. The receiver-drier

64. Which inventory method serves to value the cost of goods sold using the oldest purchase costs?

A. LIFO

B. Average cost

C. FIFO

D. Specific identification only

65. Which inventory figure serves to trigger a replenishment order before stock runs out?

A. The economic order quantity

B. The fill rate

C. The shrinkage allowance

D. The reorder point

66. What is the purpose of calculating the Economic Order Quantity?

A. To always order the supplier's maximum shipment

B. To minimize the combined ordering and holding costs

C. To eliminate the need for safety stock

D. To guarantee a 100% fill rate

67. Which method serves to keep a perpetual inventory accurate without an annual shutdown?

A. Ignoring discrepancies until year-end

B. Removing the perpetual system

C. Counting only on disputes

D. Cycle counting a rotating portion of stock

68. Which metric serves to express the percentage of demand filled immediately from stock on hand?

A. The fill rate

B. The shrinkage rate

C. The reorder point

D. The core return rate

69. Which term serves to describe inventory lost to theft, damage, or administrative error?

A. Shrinkage

B. Obsolescence

C. A supersession

D. A core charge

70. Which DMS report serves to show how well stock matches actual customer demand?

A. The inventory valuation report

B. The warranty claim report

C. The fill rate report

D. The core return report

Answer Key & Explanations

1. C — Restating the request back to the customer. Reflecting the request back confirms understanding and surfaces errors before the part is pulled. This habit prevents the bulk of avoidable returns.

2. D — To explore and discover what the customer actually needs. Open-ended questions invite description early in the conversation, revealing the underlying need. They surface context a yes-or-no question would miss.

3. D — It surfaces transposition errors before the order is placed. Reading a number back aloud catches transposition mistakes while they can still be corrected. Accuracy outranks call speed.

4. C — Lower the emotional temperature so the issue can be resolved. Acknowledgment de-escalates, opening the door to a solution, and is separate from admitting fault. The temperature must drop before the problem can be fixed.

5. D — A lost-sale entry. A lost sale records demand the operation could not fill from stock, informing stocking decisions. It captures unmet demand, not a completed transaction.

6. B — To verify price, availability, and details so the order is correct. Confirming the full order before hanging up ensures accuracy on price, availability, and specifics. It protects against errors, not responsibility-shifting.

7. B — Notifying the customer promptly when the part arrives. A special order is a promise, and prompt notification on arrival is the defined follow-up duty. Proactive contact builds trust.

8. C — Presenting alternative parts and their trade-offs. Presenting alternatives aligns the part with the customer's budget, fit, and application. It is where the match between part and need is made.

9. C — A benefit. A benefit is the customer advantage a feature delivers, distinct from the attribute itself. Selling translates features into benefits.

10. A — The core charge. The core charge is a refundable deposit that secures the return of the rebuildable used unit. It keeps the remanufacturing supply chain stocked.

11. C — OES (OE supplier). OES parts come from the OE supplier under its own brand, offering OE-level quality at lower cost. They are neither salvage nor economy grade.

12. B — To anticipate the hardware, drums, and seals the job requires. Related-item selling foresees the companion parts a brake job genuinely needs, sparing a second trip. It follows the logic of the actual repair.

13. B — Upselling to the correct grade for the use. Upselling recommends a higher grade only when the application warrants it, serving the customer. Pushing an unneeded grade would be overselling.

14. A — Remanufacturing. Remanufacturing disassembles, inspects, replaces worn parts, and rebuilds a used unit to a defined specification. It differs from a simple repair by restoring to a standard.

15. B — To anticipate needs and select the correct part grade. Building the vehicle profile and reading the application lets the specialist foresee needs and choose the right grade. It is the foundation of an accurate sale.

16. B — Closing the sale. The close confirms the order, handles the core, and processes payment. It follows the presentation of options.

17. A — The treadle (foot) valve. The treadle valve is the brake pedal valve that multiplies pedal effort and signals both circuits. The other components serve unrelated roles.

18. A — The rotating S-cam. In an S-cam drum brake, the rotating S-cam spreads the shoes against the drum. Master cylinders and calipers belong to hydraulic and disc systems.

19. B — The spring brake chamber. The spring brake chamber applies the brake via spring force when air is lost, the fail-safe design. Air normally holds the spring off.

20. B — The relay valve. The relay valve speeds rear brake application by supplying the rear chambers on signal, cutting brake lag. The other valves serve different functions.

21. C — The governor. The governor controls the compressor's cut-in and cut-out pressures, maintaining system pressure in range. It is the pressure-range control.

22. D — The wheel speed sensor. The ABS wheel speed sensor detects each wheel's rotation by reading a tone ring. The other components belong to the conventional air system.

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

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

25. D — The tractor protection valve. The tractor protection valve protects the tractor's air supply if a trailer breaks away or develops a major leak. It isolates the tractor from trailer air loss.

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

27. A — The alternator. The alternator generates electrical power and recharges the battery while the engine runs. The battery stores energy; the starter consumes it.

28. D — A relay. A relay lets a small control current switch a large load such as headlights or fans. This protects the control circuit and its components.

29. B — Engaging the drive into the ring gear and closing the high-current circuit. The solenoid pushes the starter drive into the flywheel ring gear and closes the heavy-current path simultaneously. It performs both at once.

30. D — A fuse. A fuse sacrifices itself to interrupt an overcurrent, protecting the circuit. A relay switches loads but does not sacrifice itself.

31. D — To safely carry the circuit's current load. Repair wire must match the original gauge so it carries the circuit's current without overheating. Heavier loads require heavier wire.

32. C — The cabin air filter. The cabin air filter filters incoming cab air and is a recurring service item customers often forget. The blower and heater core serve other functions.

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

34. B — The slip joint (slip yoke). The splined slip joint lets the driveshaft change length as the suspension moves; U-joints handle angle. The ring and pinion and pitman arm serve other roles.

35. A — The inter-axle differential (power divider). On a tandem the power divider splits torque between the two drive axles. It exists only on dual-drive-axle trucks.

36. D — The universal joint. U-joints transmit power through changing angles while flexing constantly, making them a top wear part. The other components are not subject to that flexing.

37. A — The axle gear ratio. The axle gear ratio expresses the driveshaft turns required per wheel revolution. It reflects torque multiplication versus highway economy.

38. B — The torque converter. The torque converter fills the engagement role in a fully automatic that a friction clutch fills in a manual. It is the defining feature of a true automatic.

39. A — To prevent driveline binding, heat, and damage. Matching ratios on a tandem keeps the axles from fighting each other, which would cause heat, wear, and damage. Both drive axles must share the ratio.

40. D — An automated manual transmission (AMT). An AMT serves on-highway trucks with a friction clutch but no clutch pedal, shifting electronically. It is not a torque-converter automatic.

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

42. C — Walking-beam suspension. A pivoting beam that distributes load over rough ground defines the walking-beam design for severe vocational tandems. Strut and coil designs are not used this way.

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

44. A — The kingpin. The kingpin is the pivot pin connecting the steering knuckle to the I-beam axle. Worn kingpins cause steering looseness and uneven tire wear.

45. C — Toe. Incorrect toe scrubs the tires and is the leading alignment cause of rapid uneven wear, set through the tie rod. This links worn tie rod ends to tire wear.

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

47. B — To provide pivot points that cushion and locate components. Bushings provide cushioned pivot points throughout the suspension and steering, locating components and absorbing flex. Worn bushings cause looseness and noise.

48. D — The heater core. The heater core warms cab air using engine coolant. The evaporator cools; the condenser and receiver-drier are A/C components.

49. A — The evaporator. Inside the HVAC case the evaporator absorbs heat from the cab air and dehumidifies it. The heater core warms; the condenser sits at the front.

50. A — The receiver-drier or accumulator. The drier's desiccant absorbs moisture and is compromised once the system is opened, so it must be replaced. It is a mandatory A/C service companion.

51. C — R-134a. R-134a was the long-standing replacement for R-12 across the fleet. R-1234yf is the newer successor, and DEF is an emissions fluid.

52. C — The blower motor. The blower moves cab air for both heating and cooling, so its failure disables both modes. It is the shared air-handling element.

53. B — Compression ignition from highly compressed air. Diesels ignite fuel by the heat of highly compressed air, with no spark plug. Glow plugs only aid cold starting.

54. C — The inframe overhaul kit. The inframe kit bundles liners, pistons, rings, bearings, and gaskets to rebuild the engine in the chassis. Aftertreatment and HVAC kits are separate.

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

56. A — The turbocharger. The turbocharger uses exhaust gas energy to force more air into the cylinders. The other components serve charging, cooling, and starting.

57. D — To cool the compressed intake air and raise its density. Compressing air heats it and lowers density; the charge-air cooler restores density for better combustion. Denser intake air supports more efficient power.

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

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

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

61. A — To recirculate exhaust and lower combustion temperature and NOx. EGR routes some exhaust back to the intake, lowering peak combustion temperature and the NOx formed. It works with the DPF and SCR.

62. D — It protects the diesel particulate filter from damage. Emissions diesels require low-ash oil; the correct specification protects the DPF. The wrong oil can damage the aftertreatment.

63. C — The condenser. The condenser at the front releases combustion (refrigerant) heat to the outside air, condensing the refrigerant to a liquid. The evaporator absorbs heat inside the cab instead.

64. C — FIFO. FIFO assumes the first units in are sold first, so cost of goods sold reflects the oldest costs. Ending inventory then holds the newest costs.

65. D — The reorder point. The reorder point triggers a replenishment order before stock runs out, covering lead-time demand plus safety stock. EOQ sets how much, not when.

66. B — To minimize the combined ordering and holding costs. EOQ identifies the order size where ordering and holding costs together are lowest. It does not maximize quantity or eliminate safety stock.

67. D — Cycle counting a rotating portion of stock. Cycle counting verifies a subset of inventory on a rotating schedule, keeping perpetual records accurate without a shutdown. It surfaces errors and shrinkage continuously.

68. A — The fill rate. Fill rate expresses the percentage of demand filled immediately from stock on hand. A falling rate signals stockouts and lost sales.

69. A — Shrinkage. Shrinkage is inventory lost to theft, damage, or administrative error, surfacing as a gap between recorded and actual stock. Cycle counts reveal it.

70. C — The fill rate report. The fill rate report shows the share of demand met from stock, gauging how well stocking matches demand. Valuation and warranty reports measure other things.