

PRACTICE EXAM 9

1. A customer's vehicle has a part that varies by production date. Which source gives the actual build date the catalog needs?

- A. The model year decoded from the VIN
- B. The customer's purchase receipt
- C. The driver's-side door jamb certification label
- D. The tread surface of the spare tire

2. All of the following are functions of engine oil EXCEPT:

- A. Igniting the air-fuel mixture in the cylinder
- B. Lubricating the engine's moving parts
- C. Helping cool internal components
- D. Cleaning and carrying away contaminants

3. A part costs \$60 and is priced to a 25% gross margin. What is the selling price?

- A. \$75.00, the cost plus a 25 percent markup
- B. \$80.00, the cost divided by 0.75
- C. \$45.00, the cost reduced by a factor
- D. \$48.00, the cost divided by 1.25

4. Parts Specialist A says a CV joint serves a front-drive half shaft. Parts Specialist B says a U-joint serves a rear driveshaft. Who is correct?

- A. Both A and B
- B. A only

C. B only

D. Neither A nor B

5. A customer's vehicle overheats at idle but cools at speed. Which component failure best explains this?

A. A failed electric cooling fan

B. A leaking heater core

C. A stuck-open thermostat

D. A clogged cabin air filter

6. Which document records a standalone parts sale rather than a full repair job?

A. The repair order from a service facility

B. The supplier's packing slip

C. The interchange cross-reference list

D. The counter ticket or sales invoice

7. A customer needs a battery and the vehicle specifies AGM. What is the consequence of substituting a flooded battery?

A. The flooded battery always outperforms 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

8. Which catalog resource cross-references a part number across different brands?

A. The lost-sales reporting log

B. An interchange list

- C. The physical inventory count sheet
- D. The seasonal merchandising plan

9. A customer's clicking front-drive axle is traced to a protective component. Which one, when torn, leads to joint failure?

- 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

10. Which describes the function of the master cylinder?

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

11. A customer's vehicle has electric power steering and requests fluid. What is the correct response?

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

12. A customer's automatic transmission requires a specific fluid spec. What is the consequence of using a non-specified fluid?

- A. The transmission will always perform better

- B. The fluid specification has no real effect
- C. Possible shifting problems or transmission damage
- D. The vehicle will refuse to start

13. All of the following are common paint-code locations EXCEPT:

- A. The driver's-side door jamb label
- B. The tread surface of the spare tire
- C. The glovebox or compartment door
- D. A label under the hood or on the firewall

14. A customer's vehicle uses R-1234yf. They ask if R-134a can be added. What is correct?

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

15. Which describes the difference between markup and margin?

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

16. A customer's growling front-end noise rises with speed and worsens in turns. Which component is implicated?

- A. The catalytic converter heating up

- B. A misfiring fuel injector
- C. A worn wheel bearing or sealed hub
- D. A slipping serpentine belt

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

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

18. A customer doing a front disc brake job buys pads and rotors. Which items genuinely complete the job?

- A. The hardware kit, caliper lubricant, and brake cleaner
- B. A new battery and terminal cleaner
- C. A serpentine belt and tensioner
- D. A cabin air filter and washer fluid

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

- A. Add tax to each line before extending
- B. Apply the discount after tax is added
- C. Add tax first, then apply the discount
- D. Extend lines, subtotal, apply discount, then add tax

20. A customer needs touch-up paint and gives only the color name. Why is this insufficient?

- A. The color is never available in the aftermarket

- B. Color names always match across manufacturers
- C. A manufacturer may offer several shades with different codes
- D. Touch-up paint cannot be matched to any vehicle

21. 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

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

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

23. Which describes the function of the alternator?

- A. It converts engine rotation into electrical current
- B. It stores electrical energy for starting
- C. It cranks the engine over to start it
- D. It steps up voltage to fire the plugs

24. A customer's vehicle has a stuck-closed thermostat. Which symptom would this most likely produce?

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

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

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

26. A customer's vehicle has a coil-on-plug ignition and they ask for plug wires. What should the specialist explain?

- A. The wires are sold with new spark plugs only
- B. The wires must be measured for length first
- C. The wires are a dealer-only special order
- D. The engine has no plug wires; it uses individual coils

27. Which battery rating measures how long the battery can sustain a load if charging fails?

- A. Cold cranking amps, the cold-start rating
- B. Reserve capacity, the sustained-load duration
- C. Group size, the physical dimension class
- D. The check digit calculated from the others

28. Parts Specialist A says a rotor has a minimum thickness spec. Parts Specialist B says a drum has a maximum diameter spec. Who is correct?

- A. A only
- B. B only
- C. Both A and B
- D. Neither A nor B

29. A customer's vehicle is all-wheel drive and needs a ring and pinion. What must match between front and rear?

- A. The color of the differential covers
- B. The gear ratios front and rear
- C. The brand of the gear oil
- D. The size of the wheels

30. Which describes the function of the catalytic converter?

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

31. A customer provides only year, make, and model for a part that varies by trim. What should the specialist do FIRST?

- A. Sell the base-trim part as the default
- B. Sell parts for all trims and accept returns
- C. Decline the sale because trim is unknown
- D. Confirm the trim level or submodel before selecting

32. Which describes the difference between a gasket and a seal?

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

33. A customer with a limited-slip differential reports chatter in turns. What is the likely cause?

- A. The gear oil lacks the required friction modifier
- B. The differential cover gasket is leaking
- C. The gear oil viscosity is too low
- D. The axle tag is missing from the housing

34. Which describes the correct response when a blade fuse keeps blowing?

- A. Replace it with the same rating and address the cause
- B. Install a higher-rated fuse so it stops blowing
- C. Remove the fuse to keep the circuit powered
- D. Bridge the fuse terminals with foil

35. A customer's special order has arrived at the store. What should the specialist do?

- A. Place it directly into general sellable stock
- B. Return it to the supplier the same day
- C. Notify the customer promptly that it arrived
- D. Apply a higher markup than was quoted

36. Which sensor measures the air entering the engine for fuel metering?

- A. The oxygen sensor in the exhaust
- B. The coolant temperature sensor
- C. The mass airflow sensor in the intake
- D. The crankshaft position sensor

37. All of the following are typically replaced together in a timing belt service EXCEPT:

- A. The timing belt tensioner
- B. The idler pulleys behind the cover
- C. The water pump driven by the belt
- D. The catalytic converter in the exhaust

38. 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

39. Which describes the function of the thermostat?

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

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

- A. A refund for the inconvenience
- B. The discontinued number with no substitute
- C. The current replacement the supersession points to
- D. A part from an unrelated vehicle

41. Which forced-induction device is driven mechanically by the engine, usually by a belt?

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

42. A customer needs a wheel and gives only the diameter. What else must be matched?

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

43. Which describes the purpose of reporting a lost sale?

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

44. A customer's brakes squeal and quiet under harder braking. What is the most likely cause?

- A. Air trapped in the hydraulic lines
- B. A seized caliper on one wheel
- C. Contaminated brake fluid
- D. The wear indicator contacting the rotor on worn pads

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

- A. A bolt engineered to stretch and typically single-use
- B. A bolt that can be reused indefinitely
- C. A bolt identical to a wheel lug nut
- D. A bolt that loosens itself during operation

46. A customer's vehicle could use port or direct injection. Which identifier resolves the type?

- A. The tire size on the vehicle
- B. The engine information decoded from the VIN
- C. The exterior paint code
- D. The customer's fuel-economy memory

47. Which describes the function of the PCV valve?

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

48. A customer's vehicle requires a European oil approval. Besides viscosity, what must match?

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

49. 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

50. A customer's vehicle has TPMS and is getting new tires. Which related item 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

51. Which describes the correct meaning of the catalog abbreviation "W/O"?

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

52. 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

53. Which describes why a fuse must match its amperage rating exactly?

- A. An incorrect higher rating defeats 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

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

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

55. Which describes the difference between a strut and a plain shock absorber?

- A. A strut is structural and load-bearing; a shock only dampens
- B. A shock is structural; a strut only dampens
- C. Both are non-structural dampers
- D. Neither contains any damping fluid

56. 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

57. A customer's vehicle has a wheel speed sensor fault triggering an ABS light. What does the sensor read?

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

58. 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

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

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

60. Which describes the function of the oxygen sensor?

- A. It physically filters soot 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

61. A customer doing a clutch job asks what parts go together. Which set is correct?

- A. The radiator and the water pump
- B. The disc, pressure plate, and release bearing
- C. The fuel pump and in-tank filter
- D. The front struts and strut mounts

62. 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

63. A customer's vehicle ran cool with a weak heater, traced to a thermostat. Which failure causes running cool?

- A. A thermostat stuck open, allowing constant coolant flow
- B. A thermostat stuck closed, blocking flow
- C. A radiator cap stuck open
- D. A water pump impeller failure

64. All of the following describe the purpose of a physical inventory EXCEPT:

- A. Verifying actual stock against system records
- B. Increasing the retail price of all merchandise
- C. Identifying shrinkage from theft or miscounts
- D. Correcting the records to match reality

65. Which describes the function of the radiator cap?

- 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

66. A customer requests a hose for a fuel line. What must the specialist ensure?

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

67. Which describes a loaded caliper?

- 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

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

- A. The rear brakes never need service
- B. A scan tool is typically needed to retract the caliper pistons
- C. The parking brake cable must always be replaced
- D. The rear brakes use only drum shoes

69. Which VIN position holds the calculated check digit?

- A. Position 10, the model year
- B. Position 1, the country of origin
- C. Position 11, the assembly plant
- D. Position 9, the check digit

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

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

71. Which describes the correct receiving action when a shipment is short two items?

- A. Shelve the parts and adjust the count from memory
- B. Document the shortage as a discrepancy for resolution
- C. Accept the shipment as complete to avoid delay
- D. Discard the packing slip since parts are in stock

72. 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

73. A customer's rotor is below its minimum thickness. What should the specialist advise?

- A. The rotor must be replaced rather than resurfaced
- B. The rotor can be resurfaced once more
- C. The rotor only needs new pads installed
- D. The rotor is fine if it shows no cracks

74. Which tire sidewall element indicates the maximum load the tire can carry?

- A. The aspect ratio number
- B. The radial construction letter
- C. The load index following the size code
- D. The section width in millimeters

75. A customer disposing of old oil and antifreeze asks if they can go in the trash. What is correct?

- A. They can be thrown out once cooled
- B. They can be poured down a household drain
- C. They are regulated wastes and must be recycled
- D. There are no rules governing disposal

76. Which describes the function of the EGR valve?

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

77. A customer applies a 20% discount to a \$300 part on a tax-exempt account. What is the amount due?

- A. \$240.00, the discounted price with no tax
- B. \$360.00, the price plus a markup
- C. \$324.00, tax applied before discount
- D. \$375.00, the price divided by a factor

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

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

79. A customer describes a part using slang. What skill must the specialist apply?

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

80. 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 using electromagnetic shielding
- D. An engine with no timing components

81. A customer's vehicle leaks from a rotating shaft at the front of the engine. Which component is involved?

- A. The valve cover gasket
- B. The oil pan gasket
- C. The intake manifold gasket
- D. The front crankshaft seal

82. Which describes the difference between DOT 5 and DOT 5.1 brake fluid?

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

83. A customer's vehicle could have two engines and the catalog is ambiguous. What is the most reliable way to settle it?

- A. Assume the higher-output engine
- B. Confirm the engine via the VIN or component markings
- C. Sell parts for both engines
- D. Decline to look up the part

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

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

85. A part costs \$48 and is marked up 25%. What is the selling price?

- A. \$36.00, the cost reduced by 25 percent
- B. \$60.00, the cost plus the 25 percent markup
- C. \$64.00, the cost divided by 0.75
- D. \$12.00, the markup amount alone

Answer Key & Explanations

1. C — The driver's-side door jamb certification label. The actual build date the catalog needs for a date-split part is found on the door-jamb certification label. The model year and receipt do not give the true production date.

2. A — Igniting the air-fuel mixture in the cylinder. Engine oil lubricates, cools, and cleans, but it does not ignite the air-fuel mixture — that is the spark plug's job. The other three are genuine functions of oil.

3. B — \$80.00, the cost divided by 0.75. Pricing to a 25% margin divides cost by $(1 - 0.25)$: $\$60 \div 0.75 = \80 . Margin is figured on the selling price.

4. A — Both A and B. A CV joint serves a front-drive half shaft and a U-joint serves a rear driveshaft; both statements are correct. The joint type follows the drivetrain layout.

5. A — A failed electric cooling fan. Overheating at idle but not at speed points to a failed cooling fan, since airflow at speed compensates for the missing fan. At low speed the fan must pull air through the radiator.

6. D — The counter ticket or sales invoice. The counter ticket records a standalone parts sale, while a repair order documents a full repair job with labor. The packing slip and interchange serve other purposes.

7. 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.

8. B — An interchange list. An interchange list cross-references a part number across different brands and to OE. The other resources do not perform cross-referencing.

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

10. A — 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.

11. A — 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.

12. C — Possible shifting problems or transmission damage. Using a fluid that fails to meet the required specification can cause poor shifting or transmission damage. ATF is type-specific and must match the manufacturer specification.

13. B — The tread surface of the spare tire. Paint codes appear on the door jamb, in the glovebox, and under the hood, but never on a tire tread. The door-jamb label is the most common location.

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

15. A — 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 reference the same profit dollars differently.

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

17. D — 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.

18. A — The hardware kit, caliper lubricant, and brake cleaner. A proper front disc brake job pairs pads and rotors with the hardware kit, caliper lubricant, and brake cleaner. New pads on worn hardware can stick and squeal.

19. D — 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.

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

21. 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.

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

23. A — It converts engine rotation into electrical current. The alternator converts mechanical engine rotation into electrical current to charge the battery. The battery stores energy and the starter uses it.

24. B — The engine overheats due to 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.

25. D — 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.

26. D — The engine has no plug wires; it uses individual coils. A coil-on-plug engine mounts an individual coil on each plug and has no plug wires. The request signals a need to clarify the system.

27. B — Reserve capacity, the sustained-load duration. Reserve capacity measures how long a battery can sustain a load if the charging system fails. CCA and group size describe other characteristics.

28. C — Both A and B. A rotor has a minimum thickness spec and a drum has a maximum diameter spec; both statements are correct. Each indicates when the part must be replaced rather than resurfaced.

29. B — The gear ratios front and rear. On an all-wheel-drive vehicle, the front and rear gear ratios must match for correct operation. A mismatch causes driveline binding.

30. A — 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.

31. D — Confirm the trim level or submodel before selecting. When a part varies by trim, the specialist must confirm the trim or submodel first, since the model name alone is insufficient. Defaulting to a base trim risks a wrong part.

32. B — 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 (rotating) part. The terms are not interchangeable.

33. A — The gear oil lacks the required friction modifier. A limited-slip differential that chatters in turns often lacks the friction-modifier additive its gear oil requires. Without it, the clutch packs chatter.

34. A — Replace it with the same rating and address the 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.

35. C — Notify the customer promptly that it 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.

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

37. D — The catalytic converter in the exhaust. A timing belt service typically replaces the belt, tensioner, idler pulleys, and often the water pump, since they share the labor. The catalytic converter is unrelated to the timing system.

38. 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.

39. A — 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.

40. C — 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.

41. B — The supercharger driven by the crankshaft belt. A supercharger is driven mechanically by the engine, typically by a belt. A turbocharger, by contrast, is driven by exhaust gas energy.

42. C — 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.

43. D — 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.

44. D — The wear indicator contacting the rotor on worn pads. A squeal that quiets under harder braking is the wear indicator contacting the rotor, signaling worn pads. It is a built-in warning to replace the pads.

45. 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.

46. B — 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 it.

47. D — 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, a basic emissions control. The other functions belong to different components.

48. C — 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.

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

50. D — The TPMS service kit and a sensor relearn. 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.

51. B — 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.

52. 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.

53. A — An incorrect higher rating defeats 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.

54. C — 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 or refusing to engage escalates the situation.

55. A — A strut is structural and load-bearing; a shock only dampens. A strut is a structural, load-bearing unit combining a spring and damper, while a plain shock only dampens. This distinction matters in parts selection.

56. 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.

57. C — 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.

58. 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.

59. D — 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.

60. 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.

61. B — 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.

62. 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.

63. A — A thermostat stuck open, allowing constant coolant flow. A thermostat stuck open allows constant coolant flow, so the engine runs cool and the heater is weak. A stuck-closed thermostat would cause overheating.

64. B — Increasing the retail price of all merchandise. A physical inventory verifies stock, identifies shrinkage, and corrects records — it does not set retail prices. Pricing is unrelated to the counting purpose.

65. 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.

66. 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.

67. 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.

68. B — 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 cable system.

69. D — Position 9, the check digit. The check digit is in position 9, calculated from the other characters to detect a mistyped VIN. Position 10 is the model year.

70. A — Iridium, 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.

71. B — 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.

72. 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.

73. A — The rotor must be replaced rather than resurfaced. A rotor below its minimum thickness must be replaced, not resurfaced, to avoid overheating and failure. The spec is stamped into the rotor.

74. C — The load index following the size code. The load index indicates the maximum load the tire can carry and must meet the vehicle's requirement. The other elements describe aspect ratio, construction, and width.

75. C — They are regulated wastes and must be recycled. Used oil and antifreeze are regulated wastes that must be recycled or disposed of properly, never in the trash or a drain. Improper disposal carries penalties.

76. A — 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 NOx emissions. The PCV valve and oxygen sensor have different roles.

77. A — \$240.00, the discounted price with no tax. A 20% discount gives $\$300 \times 0.80 = \240 , and the tax-exempt account adds no tax. Correctly identifying the exempt account prevents wrongly charging tax.

78. C — 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.

79. C — Translating the slang into 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.

80. 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.

81. D — The front crankshaft seal. A leak around a rotating shaft at the front of the engine involves the front crankshaft seal. Gaskets, by contrast, seal stationary joints.

82. B — DOT 5 is silicone-based; DOT 5.1 is glycol-based. Despite the 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.

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

84. D — 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.

85. B — $\$60.00$, the cost plus the 25 percent markup. Pricing to a markup multiplies cost by 1.25: $\$48 \times 1.25 = \60 . Markup is figured on cost.