

# PRACTICE EXAM 9 SIMULATION

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1. Technician A says reflecting a customer's request back before pulling a part helps catch errors. Technician B says open-ended questions are useful for exploring what a customer actually needs. Who is correct?

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

2. Two specialists discuss phone orders. Specialist A says you should write the part number only after the call ends. Specialist B says quoting the price makes confirming the number unnecessary. Who is correct?

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

3. Technician A says de-escalating an angry customer should come before solving the technical problem. Technician B says acknowledging a customer's frustration is the same as admitting company fault. Who is correct?

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

4. Which statement about handling a complaint is TRUE?

- A. Listening fully to the complaint without interrupting helps de-escalate
- B. Defending the company before the complaint is finished calms the customer
- C. Selling a part you know is wrong ends the conflict best
- D. Assigning blame to the customer resolves the issue fastest

5. Technician A says a lost-sale record helps guide stocking decisions. Technician B says only completed sales need to be documented. Who is correct?

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

6. Which statement about communication channels is FALSE?

- A. The counter allows the specialist to inspect the customer's old part
- B. The phone requires verbal confirmation since the part can't be seen
- C. Digital inquiries create a written record
- D. The information needed differs completely on each channel

7. Technician A says a customer who says "it's a Freightliner" has given enough to look up any part. Technician B says the VIN and drivetrain details are what narrow to one correct part. Who is correct?

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

8. Which statement about a parts sale is TRUE?

- A. Determining the need comes before identifying the part
- B. Closing the sale comes before greeting the customer
- C. Following up comes before determining the need
- D. Presenting options comes before determining the need

9. Technician A says a feature is an objective attribute of a part. Technician B says a benefit is the advantage that attribute delivers to the customer. Who is correct?

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

10. Which statement about a core charge is TRUE?

- A. It is a refundable deposit returned when the old unit is brought back
- B. It is a non-refundable remanufacturing fee
- C. It is a government tax on rebuilt parts
- D. It is refunded whether or not the core is returned

11. Technician A says an OES part is made by the OE supplier but sold under the supplier's brand. Technician B says a remanufactured part is rebuilt to a defined specification. Who is correct?

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

12. Which statement about related-item selling for a clutch is FALSE?

- A. The pilot bearing belongs in a clutch kit
- B. A cabin air filter belongs in a clutch kit
- C. The release bearing belongs in a clutch kit
- D. The pressure plate belongs in a clutch kit

13. Technician A says upselling means pushing the most expensive part on every customer. Technician B says recommending a premium part suited to a demanding application is appropriate. Who is correct?

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

14. Which statement about matching parts to applications is TRUE?

- A. A severe-service truck may need a higher friction grade than a highway truck
- B. The same model always needs identical parts regardless of use
- C. Application has no effect on the correct part grade
- D. Economy grade is always correct for vocational service

15. Technician A says a reman part is always inferior to a new part. Technician B says a reman part costs more than new once the core is added. Who is correct?

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

16. Which statement about promoting company services is TRUE?

- A. Promoting services is prohibited under ASE rules
- B. Services should never be mentioned to customers
- C. Promoting a delivery service to a busy shop is overselling
- D. Offering delivery to a busy shop is value-adding service promotion

17. Technician A says all three brake functions act through the same foundation brakes. Technician B says the parking brake is applied by spring force, not continuous air. Who is correct?

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

18. Which statement about air brakes is FALSE?

- A. Loss of air pressure causes the spring brakes to apply
- B. The system uses a single circuit for redundancy
- C. The treadle valve signals both brake circuits
- D. The relay valve speeds rear brake application

19. Technician A says "brake shoes and linings" are the friction components of a drum brake. Technician B says the S-cam rotates to spread the shoes against the drum. Who is correct?

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

20. Which statement about brake chambers is TRUE?

- A. A single service chamber provides parking and emergency braking
- B. A spring brake chamber uses spring force for parking and emergency braking
- C. Brake chambers convert air pressure into hydraulic fluid
- D. Brake chambers power the ABS module

21. Technician A says a relay valve reduces brake lag at the rear of a long truck. Technician B says the governor controls the compressor's cut-in and cut-out pressures. Who is correct?

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

22. Which statement about ABS is FALSE?

- A. Wheel speed sensors detect each wheel's rotation
- B. An ABS fault means the foundation brake shoes must be replaced
- C. ABS overlays the conventional brake system
- D. Modulator valves adjust air pressure during an ABS event

23. Technician A says compounding is applying the service and spring brakes at the same time. Technician B says compounding can damage brake components. Who is correct?

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

24. Which statement about the slack adjuster is TRUE?

- A. It stores compressed air for the spring brakes
- B. It multiplies pushrod force and takes up lining wear
- C. It detects the wheel's rotational speed
- D. It regulates the alternator output

25. Technician A says the air dryer cartridge increases the alternator output. Technician B says the tractor protection valve speeds rear brake application. Who is correct?

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

26. Technician A says cold cranking amps express cold-weather starting power. Technician B says the alternator recharges the battery while the engine runs. Who is correct?

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

27. Which statement about circuit protection is TRUE?

- A. A higher-rated fuse should be used when one keeps blowing
- B. A repeatedly blowing fuse signals a fault to diagnose
- C. A solid jumper is a safe substitute for a fuse
- D. A protected circuit no longer needs a correct-rated fuse

28. Technician A says a relay lets a small current switch a large load. Technician B says a fuse generates power while the engine runs. Who is correct?

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

29. Which statement about the starter solenoid is TRUE?

- A. It regulates the system charging voltage
- B. It engages the drive into the ring gear and closes the high-current circuit
- C. It cools the intake air for combustion
- D. It filters moisture from the air system

30. Technician A says repair wire must match or exceed the original gauge. Technician B says undersized wire on a high-current circuit will overheat. Who is correct?

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

31. Which statement about a slow-cranking truck is TRUE?

- A. The starter is always the cause of slow cranking
- B. Slow cranking is unrelated to the batteries
- C. A clogged DPF causes slow cranking
- D. Weak batteries or corroded cables can cause slow cranking

32. Technician A says modern trucks increasingly use multiplexed data buses. Technician B says modern trucks have eliminated all fuses and relays. Who is correct?

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

33. Technician A says the clutch connects and disconnects the engine from a manual transmission. Technician B says a torque converter performs that role in a fully automatic. Who is correct?

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

34. Which statement about transmissions is FALSE?

- A. An AMT retains a friction clutch but has no clutch pedal
- B. A fully automatic transmission uses a friction clutch instead of a torque converter
- C. A torque converter defines a fully automatic transmission
- D. Many heavy manual transmissions are non-synchronized

35. Technician A says the universal joint allows the driveshaft to transmit power through an angle. Technician B says the slip joint lets the driveshaft change length. Who is correct?

- A. Both A and B
- B. Technician B only
- C. Technician A only

D. Neither A nor B

36. Which statement about a tandem-drive truck is TRUE?

A. It has only a single drive axle

B. Its drive axles may safely use different gear ratios

C. The inter-axle differential connects the engine to the transmission

D. The power divider splits torque between the two drive axles

37. Technician A says a numerically higher axle ratio gives more pulling power. Technician B says a numerically lower ratio favors highway fuel economy. Who is correct?

A. Technician A only

B. Technician B only

C. Neither A nor B

D. Both A and B

38. Which statement about gear ratios on a tandem is TRUE?

A. Both drive axles must use the same ratio to avoid binding

B. Mismatched ratios improve fuel economy

C. The ratio is read from the cab paint code

D. Ratio has no effect on driveline stress

39. Technician A says U-joints are a low-wear, rarely replaced part. Technician B says the engine data tag is irrelevant to drivetrain parts. Who is correct?

A. Technician A only

B. Technician B only

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

40. Which statement about a clutch is TRUE?

- A. A clutch must be matched to the truck's paint code
- B. A clutch sets the axle gear ratio
- C. A two-plate clutch is used only on light-duty pickups
- D. A clutch underrated for the engine torque will fail prematurely

41. Technician A says air suspension uses inflatable rubber air springs. Technician B says the height control valve maintains ride height regardless of load. Who is correct?

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

42. Which statement about suspensions is TRUE?

- A. A walking-beam suspension uses a pivoting beam for rough terrain
- B. Leaf springs rely on compressed air to function
- C. Air suspension uses no shock absorbers at all
- D. Walking-beam suspension is used mainly on highway sleepers

43. Technician A says the tie rod connects the two steer wheels so they turn together. Technician B says the drag link connects the steering gear to the wheel. Who is correct?

- A. Both A and B

- B. Technician B only
- C. Technician A only
- D. Neither A nor B

44. Which statement about steer-axle wear is TRUE?

- A. Worn kingpins improve steering precision
- B. Worn kingpins and bushings cause steering looseness and uneven tire wear
- C. Kingpins have no effect on tire wear
- D. Kingpins store compressed air for braking

45. Technician A says incorrect toe is a leading cause of uneven tire wear. Technician B says toe is adjusted through the alternator. Who is correct?

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

46. Which statement about the pitman arm is TRUE?

- A. It connects the two steer wheels to each other
- B. It maintains the truck's ride height
- C. It bolts to the steering gear output shaft and converts rotation into linkage motion
- D. It houses the front wheel bearing

47. Technician A says bushings rarely wear and are seldom replaced. Technician B says a kingpin set must match the specific front axle. Who is correct?

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

48. Technician A says the heater core warms cab air using engine coolant. Technician B says the evaporator cools and dehumidifies the cab air. Who is correct?

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

49. Which statement about A/C service is TRUE?

- A. The receiver-drier must be replaced whenever the system is opened
- B. The receiver-drier never needs replacement
- C. Refrigerant type does not matter when recharging
- D. A/C oil type has no effect on the compressor

50. Technician A says R-12 is the newest low-GWP refrigerant. Technician B says R-134a is obsolete and never used. Who is correct?

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

51. Which statement about the blower motor is TRUE?

- A. A single failed blower motor disables both heating and cooling
- B. Heating and cooling each use a separate blower
- C. The blower motor generates the refrigerant
- D. The blower motor is the source of engine coolant

52. Technician A says R-1234yf is the newest refrigerant type. Technician B says refrigerant types may be freely mixed. Who is correct?

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

53. Technician A says a diesel uses spark plugs to ignite fuel. Technician B says a diesel ignites fuel by the heat of compressed air. Who is correct?

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

54. Which statement about an inframe overhaul kit is TRUE?

- A. It contains liners, pistons, rings, bearings, and gaskets
- B. It contains the complete exhaust aftertreatment system
- C. It contains a new automatic transmission
- D. It contains the truck's batteries and starter

55. Technician A says the cabin air filter protects diesel injectors. Technician B says the fuel filter and water separator protect injection components from contamination. Who is correct?

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

56. Which statement about turbochargers is TRUE?

- A. The turbo lowers the engine's compression ratio
- B. The turbo stores electrical energy for the starter
- C. The turbo uses exhaust energy to force more air into the cylinders
- D. The turbo cools the engine coolant

57. Technician A says the charge-air cooler raises intake-air density by cooling it. Technician B says cooler, denser intake air improves combustion. Who is correct?

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

58. Which statement about engine oil for an emissions diesel is TRUE?

- A. Any diesel oil is acceptable regardless of specification
- B. The wrong oil improves air-conditioning performance
- C. The wrong oil can damage the diesel particulate filter
- D. Oil specification changes the axle gear ratio

59. Technician A says DEF is the lubricating oil for the engine. Technician B says DEF is injected by the SCR system to reduce NOx. Who is correct?

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

60. Which statement about the DPF is TRUE?

- A. It uses DEF to convert NOx into nitrogen and water
- B. It recirculates exhaust into the intake
- C. It oxidizes pollutants but traps no soot
- D. It traps soot and periodically regenerates by burning it off

61. Technician A says the water pump circulates coolant through the engine and radiator. Technician B says the EGR system recirculates exhaust to lower NOx. Who is correct?

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

62. Which statement about a repeat turbo failure is TRUE?

- A. It often traces to an unaddressed oil-supply or charge-air problem
- B. It is always caused by worn brake linings
- C. It indicates a clogged cabin air filter
- D. It is unrelated to the oil supply

63. Technician A says the DOC oxidizes pollutants in the exhaust. Technician B says the SCR traps and burns off soot. Who is correct?

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

64. Technician A says under FIFO the oldest costs flow to cost of goods sold. Technician B says under LIFO the newest costs flow to cost of goods sold. Who is correct?

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

65. Which statement about the reorder point is TRUE?

- A. It is the order size that minimizes total inventory cost
- B. It measures the percentage of demand filled from stock
- C. It is the stock level that triggers a replenishment order
- D. It is the loss of inventory to theft or error

66. Technician A says EOQ always orders the supplier's maximum shipment. Technician B says EOQ minimizes combined ordering and holding costs. Who is correct?

- A. Technician A only
- B. Technician B only
- C. Both A and B

D. Neither A nor B

67. Which statement about inventory systems is TRUE?

- A. A perpetual system updates only at an annual count
- B. Cycle counting requires a full annual shutdown
- C. A perpetual system tracks only high-value parts
- D. Cycle counting keeps a perpetual system accurate without a shutdown

68. Technician A says fill rate measures parts returned as defective. Technician B says shrinkage is the gap between recorded and actual inventory. Who is correct?

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

69. Which statement about cores is TRUE?

- A. A returned core is scrap with no value
- B. An unreturned core past the window forfeits its credit
- C. A core is the personal property of the counter staff
- D. A core proves the sale was fraudulent

70. Technician A says a warranty claim can be denied if the failed part is not returned. Technician B says obsolete stock should always be reordered in larger quantities. Who is correct?

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

C. Neither A nor B

D. Technician A only

## Answer Key & Explanations

1. C — Both A and B. Reflecting a request back catches errors before pulling a part, and open-ended questions explore the customer's real need. Both statements are correct communication principles.

2. D — Neither A nor B. Numbers should be written as the customer speaks, not after the call, and quoting a price never replaces confirming the number. Both statements are wrong.

3. C — Technician A only. De-escalation must precede solving the problem, but acknowledging frustration is separate from admitting fault. Only A is correct.

4. A — Listening fully to the complaint without interrupting helps de-escalate. Full listening lowers the emotional temperature, while defending, blame, and selling a wrong part all worsen the situation. A is the true statement.

5. C — Technician A only. Lost-sale records guide stocking, but completed sales are not the only thing worth documenting — lost sales matter too. Only A is correct.

6. D — The information needed differs completely on each channel. The same information is needed on every channel; only the gathering method changes, so this statement is false. The other three statements are true.

7. B — Technician B only. A model name alone narrows little, while the VIN and drivetrain details produce one correct part. Only B is correct.

8. A — Determining the need comes before identifying the part. The sequence runs greet → determine need → identify → present → close → follow through, so need precedes identification. The other orderings are wrong.

9. C — Both A and B. A feature is an objective attribute and a benefit is the advantage it delivers. Both statements are correct.

10. A — It is a refundable deposit returned when the old unit is brought back. The core charge is a refundable deposit, not a fee, tax, or unconditional refund. A is the true statement.

11. A — Both A and B. OES parts are made by the OE supplier under its own brand, and reman parts are rebuilt to a defined specification. Both statements are correct.

12. B — A cabin air filter belongs in a clutch kit. A clutch kit includes the pilot bearing, release bearing, and pressure plate, not a cabin air filter. B is the false statement.

13. B — Technician B only. Upselling is not pushing the most expensive part on everyone; recommending a premium part suited to a demanding application is appropriate. Only B is correct.

14. A — A severe-service truck may need a higher friction grade than a highway truck. Application drives the grade, so severe service may need higher-rated friction. The other statements deny this.

15. D — Neither A nor B. A reman part is rebuilt to specification, not inferior, and costs less than new, not more. Both statements are wrong.

16. D — Offering delivery to a busy shop is value-adding service promotion. Promoting a relevant service is value-adding, not prohibited, hidden, or overselling. D is the true statement.

17. C — Both A and B. All three brake functions act through the same foundation brakes, and the parking brake is spring-applied, not held by continuous air. Both statements are correct.

18. B — The system uses a single circuit for redundancy. Air brakes use two independent circuits for redundancy, so this statement is false. The other three are true.

19. A — Both A and B. Drum brakes use shoes and linings as their friction components, and the S-cam rotates to spread those shoes against the drum. Both statements are now correct, matching the keyed letter A.

20. B — A spring brake chamber uses spring force for parking and emergency braking. The spring chamber applies the parking and emergency brakes by spring force. A single chamber is service-only.

21. A — Both A and B. A relay valve reduces rear brake lag, and the governor controls compressor cut-in and cut-out pressures. Both statements are correct.

22. B — An ABS fault means the foundation brake shoes must be replaced. ABS faults involve sensors and modulators, not the foundation shoes, so this statement is false. The other three are true.

23. C — Both A and B. Compounding is applying the service and spring brakes together, and it can damage components. Both statements are correct.

24. B — It multiplies pushrod force and takes up lining wear. The slack adjuster multiplies pushrod force and takes up lining wear. It does not store air, read speed, or regulate charging.

25. D — Neither A nor B. The air dryer removes moisture (not raises alternator output), and the tractor protection valve protects tractor air (not speeds rear braking). Both statements are wrong.

26. C — Both A and B. CCA expresses cold-weather starting power, and the alternator recharges the battery while running. Both statements are correct.

27. B — A repeatedly blowing fuse signals a fault to diagnose. A blowing fuse indicates a fault; upsizing, jumpering, or skipping protection are all unsafe. B is the true statement.

28. D — Technician A only. A relay does let a small current switch a large load, but a fuse does not generate power. Only A is correct.

29. B — It engages the drive into the ring gear and closes the high-current circuit. The solenoid engages the starter drive and closes the heavy-current circuit. It does not regulate voltage or cool air.

30. C — Both A and B. Repair wire must match or exceed the original gauge, and undersized wire on a high-current circuit overheats. Both statements are correct.

31. D — Weak batteries or corroded cables can cause slow cranking. Slow cranking commonly traces to weak batteries or corroded cables, not always the starter or a DPF. D is the true statement.
32. C — Technician A only. Modern trucks increasingly use multiplexed data buses, but they have not eliminated fuses and relays. Only A is correct.
33. A — Both A and B. The clutch connects and disconnects the engine in a manual, and a torque converter does this in a fully automatic. Both statements are correct.
34. B — A fully automatic transmission uses a friction clutch instead of a torque converter. A true automatic uses a torque converter, not a friction clutch, so this statement is false. The other three are true.
35. A — Both A and B. The universal joint transmits power through an angle, and the slip joint lets the driveshaft change length. Both statements are correct.
36. D — The power divider splits torque between the two drive axles. The inter-axle differential (power divider) splits torque between a tandem's two drive axles. The other statements are false.
37. D — Both A and B. A higher numeric ratio gives more pulling power, and a lower ratio favors highway economy. Both statements are correct.
38. A — Both drive axles must use the same ratio to avoid binding. Matching ratios on a tandem prevents binding and damage. The other statements are false.
39. D — Neither A nor B. U-joints are high-wear, frequently replaced parts, and the engine data tag is essential for drivetrain parts. Both statements are wrong.
40. D — A clutch underrated for the engine torque will fail prematurely. The clutch must handle engine torque, so underrating causes early failure. The other statements are false.

41. B — Both A and B. Air suspension uses inflatable air springs, and the height control valve maintains ride height regardless of load. Both statements are correct.

42. A — A walking-beam suspension uses a pivoting beam for rough terrain. The walking-beam design uses a pivoting beam for severe terrain. The other statements are false.

43. A — Both A and B. The tie rod connects the two steer wheels, and the drag link connects the steering gear to the wheel. Both statements are correct.

44. B — Worn kingpins and bushings cause steering looseness and uneven tire wear. Worn kingpins produce looseness and uneven wear, not improved precision. B is the true statement.

45. D — Technician A only. Incorrect toe is a leading cause of uneven wear, but toe is adjusted through the tie rod, not the alternator. Only A is correct.

46. C — It bolts to the steering gear output shaft and converts rotation into linkage motion. The pitman arm bolts to the gear's output shaft and converts rotation into linkage motion. It does not link the wheels or house bearings.

47. C — Technician B only. Bushings do wear and are commonly replaced, while a kingpin set must match the specific axle. Only B is correct.

48. A — Both A and B. The heater core warms cab air with engine coolant, and the evaporator cools and dehumidifies it. Both statements are correct.

49. A — The receiver-drier must be replaced whenever the system is opened. The drier's desiccant is compromised once the system is opened, so it must be replaced. The other statements are false.

50. C — Neither A nor B. R-12 is the obsolete original (not newest), and R-134a is widely used (not obsolete). Both statements are wrong.

51. A — A single failed blower motor disables both heating and cooling. The blower serves both modes, so one failure disables both. The other statements are false.

52. D — Technician A only. R-1234yf is the newest refrigerant, but refrigerant types must never be mixed. Only A is correct.

53. B — Technician B only. A diesel ignites fuel by compression heat, not spark plugs. Only B is correct.

54. A — It contains liners, pistons, rings, bearings, and gaskets. An inframe kit holds liners, pistons, rings, bearings, and gaskets to rebuild the engine in the chassis. The other statements are false.

55. B — Technician B only. The fuel filter and water separator protect injection components; the cabin air filter does not. Only B is correct.

56. C — The turbo uses exhaust energy to force more air into the cylinders. The turbocharger uses exhaust energy to pack more air into the engine. It does not lower compression or store energy.

57. A — Both A and B. The charge-air cooler raises intake density by cooling, and cooler, denser air improves combustion. Both statements are correct.

58. C — The wrong oil can damage the diesel particulate filter. Emissions diesels need low-ash oil; the wrong oil can harm the DPF. The other statements are false.

59. B — Technician B only. DEF is injected by the SCR to reduce NO<sub>x</sub>, not the engine's lubricating oil. Only B is correct.

60. D — It traps soot and periodically regenerates by burning it off. The DPF traps soot and regenerates by burning it off. The SCR and DOC perform the other functions.

61. C — Both A and B. The water pump circulates coolant, and the EGR system recirculates exhaust to lower NO<sub>x</sub>. Both statements are correct.

62. A — It often traces to an unaddressed oil-supply or charge-air problem. A repeat turbo failure usually reflects an unaddressed oil-supply or charge-air problem. The other statements are false.

63. B — Technician A only. The DOC oxidizes pollutants, but the SCR reduces NO<sub>x</sub> with DEF rather than trapping soot. Only A is correct.

64. D — Both A and B. FIFO sends the oldest costs to cost of goods sold, and LIFO sends the newest costs. Both statements are correct.

65. C — It is the stock level that triggers a replenishment order. The reorder point triggers replenishment, covering lead-time demand plus safety stock. EOQ, fill rate, and shrinkage are different concepts.

66. B — Technician B only. EOQ minimizes combined ordering and holding costs; it does not order the supplier's maximum. Only B is correct.

67. D — Cycle counting keeps a perpetual system accurate without a shutdown. Cycle counting verifies stock on a rotating schedule without an annual shutdown. The other statements are false.

68. C — Technician B only. Shrinkage is the gap between recorded and actual inventory, but fill rate measures demand met from stock, not defective returns. Only B is correct.

69. B — An unreturned core past the window forfeits its credit. A core is a tracked asset that forfeits its credit if not returned in time. The other statements are false.

70. D — Technician A only. A warranty claim can be denied without the returned failed part, but obsolete stock should be cleared, not reordered in larger quantities. Only A is correct.