Automobile Service Consultant Certification Test (C1) Practice Test Questions and Answers

1. On a hybrid or electric vehicle, what is the main job of the inverter?

A) To convert the battery's high-voltage DC into AC to drive the traction motor, and to convert AC back to DC during regeneration

B) To raise engine compression during hard acceleration

C) To change the transmission's gear ratio

D) To charge the 12-volt battery directly from the gasoline engine's alternator

2. Which job should normally go to the shop's most experienced diagnostic technician?

A) An intermittent no-start with no stored diagnostic trouble codes

B) An oil and filter change with a tire rotation

C) A wiper blade replacement

D) A cabin air filter replacement

3. For a warranty claim to be accepted, what should the repair order clearly document?

A) Only the total labor time billed and the technician's ID number

B) The customer's preferred payment method and phone number

C) The customer's concern, the cause found, and the correction performed

D) The service consultant's sales commission code

4. A customer's tire sidewall reads P215/65R16 98H. What does the number 65 represent?

A) The tire's maximum speed in miles per hour

B) The rim diameter in centimeters

C) The load index

D) The aspect ratio: sidewall height as a percentage of tread width

Answers: 1-A 2-A 3-C 4-D

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