

THE OFFICIAL
ASE CATALOG OF TESTS

ASE Parts Specialist Tests

ASE Parts Specialist Tests

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"Which ASE Parts Specialist Test should I take?"

Each of the ASE Parts Specialists Tests is designed to address a different segment of this diverse business, so that candidates can choose the test or tests most closely related to the work that they do.

The **Medium/Heavy Truck Dealership Parts Specialist Test (P1)** was developed, in cooperation with the truck manufacturers, to assess a candidate's knowledge of the skills necessary to work competently as a parts specialist in an OEM truck dealership. This test reflects the wide range of component systems that a dealership parts specialist must be familiar with, as well as the communication, sales, and inventory management skills that are an important part of each parts specialist's job.

The **Automobile Parts Specialist Test (P2)** was developed in cooperation with the aftermarket wholesale and retail automobile parts industry to assess the knowledge of the skills necessary to work competently as a parts specialist at a retail or jobber parts store. Automobile parts specialists must possess knowledge about a wide range of vehicle component systems for all makes and models, as well as customer relations, sales, merchandising, vehicle identification, cataloging, and inventory management skills.

The *new* **Medium/Heavy Truck Aftermarket Parts Specialist Test (P3 and P9)** reflect the specialization that exists in this segment of the industry. Many businesses that distribute medium and heavy truck parts in the aftermarket, handle components for a limited number of vehicle systems, sometimes as few as one system. Therefore, these tests were developed so that a candidate could be tested on the basic skills that all parts specialists must possess (i.e., communications, sales, and inventory management), and on *specific* vehicle systems. Candidates will be expected to possess in-depth knowledge about the vehicle systems.

The first two vehicle system options—**Brakes** and **Suspension/Steering**—are now available to test candidates, with other options to follow as they are developed.

The **General Motors Parts Consultant Test (P4)** was developed with the cooperation of GMSPO to assess a candidate's knowledge of the skills necessary to work competently in a General Motors Dealership parts department. The test is based upon working knowledge of the GM Parts Dealer Parts and Accessories Policies and Procedure Manual and the 19 specific Major Parts Groups.

OVERVIEW

Introduction

The objective of the Parts Specialist Certification Program is to improve the marketing of automobile and medium/heavy truck parts and service by improving the professionalism of parts specialists. The Parts Specialist Series includes four tests with questions on product knowledge, automotive systems, and communications and sales skills. ASE offers separate tests for automobile and medium/heavy truck parts specialists.

ASE voluntary certification is a means through which parts specialists can prove their abilities to themselves, to their employers, and to their customers. By passing one or more of the ASE tests, you will earn a valuable credential.

Being certified can mean better pay, increased job opportunity, and improved status with your employer. There is no other national parts specialist certification program that can help you attain this professionalism on the job.

Because the tests are tough, you'll have the satisfaction of proving to yourself that you are among the elite in your profession. What's more, these credentials are recognized throughout the nation.

Certified parts specialists promote customer trust and improve the image of the industry—and trust and professionalism are the first steps to a better, more prosperous business.

Once you pass and are certified, you will receive a certificate suitable for framing, an insignia, and a wallet card.

How to Become Certified

If you pass a Parts Specialist Test and have at least two years of appropriate on-the-job work experience as a parts specialist, you will become an ASE-Certified Parts Specialist.

Appropriate vocational training may be substituted for up to one year of work experience. Please note that experience as a repair technician or service writer does not satisfy the hands-on requirement for Parts Specialist Certification.

If you do not pass, you may take the test(s) again during any scheduled test administration in which it is offered, but you must register again and pay the appropriate fees.

Certification credentials are valid for five years. This assures that certified parts specialists are recognized as being up to date in their profession. If it has been five years since you took a particular test(s), it is time to register for the corresponding Recertification Test(s). They are about one-half the length of the regular tests.

A Word about ASE

The National Institute for Automotive Service Excellence (ASE) is a nonprofit corporation dedicated to improving the quality of automotive service and repair throughout the nation. ASE is governed by a Board of Directors drawn from all sectors of the automotive industry, as well as the educational community, government, and consumer groups.

ASE's primary function is to test and certify automobile, medium/heavy truck, truck equipment, school bus, and collision repair/refinish technicians; engine machinists; and parts specialists. ASE also encourages and assists in the development of effective automotive training programs.

ASE's testing and certification program is administered by ACT, a nonprofit corporation engaged in test development and administration, and in educational and vocational research. ACT is well known for its college admission tests.

Test Development

This section is intended to help parts specialists prepare for the tests.

The questions, written by industry experts familiar with all aspects of the parts and service aftermarket, are entirely job-related. They are designed to test the skills that you need to know to be an effective parts specialist; theoretical knowledge is not covered.

Each question has its roots in an "item-writing" workshop where representatives from manufacturers (domestic and import), or aftermarket parts and equipment manufacturers, working parts specialists, and vocational educators meet in a workshop setting to share ideas and translate them into test questions. Each test question written by these experts must survive review by all members of the group. The questions are written to deal with practical problems encountered by parts specialists in their day-to-day work.

From there, all questions are pretested and quality-checked on a national sample of counter people. Those questions that meet ASE standards of quality and accuracy will be used in future tests; the "rejects" are sent back to the drawing board or discarded altogether.

Each test could have up to ten additional questions that are included for statistical research purposes only. Your answers to these questions will not affect your score, but since you will not know which ones they are, you should answer all questions in the test. The five-year Recertification Test will cover the same content areas as those listed

above. However, the number of questions in each content area of the Recertification Test will be reduced by about one-half. The testing session runs 4 hours and 15 minutes.

Preparing for the Test

It is helpful to become familiar with the test content and question format.

The Test Specifications sections that follow contain summary descriptions of the content covered by the tests.

All ASE certification tests are written to measure your knowledge of systems and skills necessary for competent job performance. Experienced and competent parts specialists who work daily on the systems covered will find test questions job-related.

Types of Knowledge Measured by the Tests

The types of knowledge and skills you will need to know to pass the tests are as follows:

- Communication Skills: Tests your knowledge of techniques for greeting customers, identifying customers' needs, handling telephone customers, and collecting vehicle data necessary for locating parts.
- Sales Skills: Tests your knowledge of methods for identifying parts groups and parts numbers, using reference/interchange lists, pursuing related parts sales, and providing product and warranty information.
- Vehicle Systems: Tests your knowledge of the operation principles of mechanical systems and components, component terminology, methods for measuring and identifying parts, and relevant government regulations.

Before The Tests

Try to be well-rested for the test so you will be alert and efficient. Have three or four sharpened soft-lead (#2) pencils and an eraser with you; pencils will not be furnished at the test center. If you wish to pace yourself, bring a watch; some testing rooms may not have clocks. Finally, be sure to bring along your test center admission ticket and a photo I.D.

At the Test Center—Some Tips

If you are unfamiliar with the test site, arrive early enough to find the building and testing room. When you reach the test room, wait in the assigned area until the proctor begins the test administration. He or she will instruct you in filling out the answer booklet. Once the test has begun, keep track of time. Do not spend too long on any one question. Be sure to read each question carefully, (twice, if necessary) so that you understand exactly what is being asked.

Do not mark answers in the test booklet; they must be marked on the answer booklet. Your test will not be scored if your answers are not on your answer booklet.

If a question is difficult, mark the answer that you think is correct and put a check by it in the test book. Then go on to the next question. If you finish before time is up, you may go back to the questions that you checked.

It is to your advantage to answer every question. Do not leave any answers blank. Your score will be based only on the number of correct answers that you give.

Test Content and Sample Questions

The following material is designed to help parts specialists prepare for the ASE certification tests.

Each section begins with the Test Specifications, which will list the main categories covered on that particular test and the number of test questions and percentage of the test devoted to each topic.

The Task List describes the work activities a parts specialist should be able to perform in each technical area covered on that test. This list was developed by working parts specialists and technical experts from across the country and will provide a valuable check list of what to study for the test.

These task descriptions offer detailed information to parts specialists preparing for the test and to persons who may be instructing parts specialists. The task lists may also serve as guidelines for question writers, reviewers, and test assemblers.

It should also be noted that the number of questions in each content area may not equal the number of tasks listed. Some of the tasks are complex and broad in scope and may be covered by several questions. Other tasks are simple and narrow in scope and one question may cover several tasks. The main objective in listing the tasks is to describe accurately what is done on the job, not to make each task correspond to a particular test question.

Sample questions follow. Although these same questions will not appear on actual tests, they are in the same format as actual test questions. All five types of multiple-choice questions used on the ASE tests are represented here. Note the different instructions for some questions. ■

TEST SPECIFICATIONS AND TASK LIST
MEDIUM/HEAVY TRUCK DEALERSHIP PARTS SPECIALIST (TEST P1)

Content Area	Questions in Test	Percentage of Test
A. Communications Skills	7	10%
B. Sales Skills	10	14%
C. Vehicle Systems	46	66%
1. Brakes		(7)
2. Electrical Systems		(6)
3. Drive Train		(7)
4. Suspension and Steering		(6)
5. Cab/Sleeper Heating and Air Conditioning		(4)
6. Engines		(16)
a. General/Major Components	(4)	
b. Fuel System	(3)	
c. Cooling System	(3)	
d. Lubrication System	(3)	
e. Air Induction and Exhaust Systems	(3)	
D. Inventory Management	7	10%
Total	**70**	**100%**

A. Communications Skills (7 questions)

1. Acknowledge and greet customer.
2. Listen to customer; collect information and identify customer's needs using specific vehicle information, and/or component fit and function.
3. Establish and maintain a cooperative relationship with customers, co-workers, and vendors.
4. Identify yourself to telephone customer; offer assistance.
5. Demonstrate transaction closing techniques.
6. Deal with angry/unsatisfied customer.
7. Know the internal communication network and department policies.
8. Follow up; keep customer informed on status of request.
9. Balance telephone and counter customer requests.
10. Project positive attitude and professional appearance.

B. Sales Skills (10 questions)

1. Locate part group (breakdown); identify part number using both electronic and printed information resources.
2. Use cross reference/interchange parts lists; provide technical or product bulletins as required.
3. Check inventory; confirm availability of order.
4. Pursue related parts sales.
5. Inform customer about parts and service specials.
6. Provide product warranty information.
7. Explain features and benefits of alternative parts.
8. Identify customer's vehicle profile(s) and anticipated needs.
9. Provide remanufactured/exchange information; explain core value and policy.
10. Promote other company services.
11. Access internet resources.

C. Vehicle Systems (46 questions)

1. Brakes (7 questions)

1. Understand basic operation and function of air and hydraulic brake systems.
2. Determine type and manufacturer of brake components.
3. Identify proper shoe and lining/pad application.
4. Determine brake shoe/pad dimensions.
5. Inspect and evaluate brake shoe core condition.
6. Identify brake chamber type.
7. Identify air brake components.
8. Identify brake drum/rotor type.
9. Identify slack adjuster type and size.
10. Identify air compressor.
11. Identify air drier type.
12. Identify needed brake lines/hose sizes and types.
13. Identify wheel seals, bearings, and other wheel end components.
14. Identify brake valve types.
15. Identify hydraulic brake components.
16. Pursue related parts sales.
17. Be aware of relevant government regulations.
18. Identify ABS components.

2. Electrical Systems (6 questions)

1. Understand electrical systems basic operation and function.
2. Identify alternator make, model number, and amperage.
3. Identify starter make, model number, rotation, voltage, and application.
4. Identify battery requirements (capacity, voltage, and application).
5. Identify circuit breakers, relays, solenoids, switches, and electronic control modules (ECM/PCM), wire connectors and sizes.
6. Identify lighting and accessory systems' components; determine wiring type, size, and requirements.
7. Be aware of electronic component safe handling procedures and return policies.

P1 Task List (continued)

8. Pursue related parts sales.
9. Be aware of relevant government regulations.

3. Drive Train (7 questions)

1. Understand drive train system basic operation and function.
2. Identify clutch type, size, manufacturer, and customer application.
3. Identify clutch control linkage and components.
4. Identify transmission model number and serial number, speeds, and manufacturer.
5. Identify PTO drive type, size, and manufacturer as applicable.
6. Identify required fluid, type, and capacity.
7. Identify U-joint size, manufacturer, and type.
8. Identify propeller shaft components and manufacturer.
9. Identify model, manufacturer, ratio, and controls of drive axles.
10. Identify axle shaft types and sizes.
11. Pursue related parts sales.
12. Be aware of relevant government regulations.

4. Suspension and Steering (6 questions)

1. Understand suspension and steering system basic operation and function.
2. Identify type and manufacturer of steering components.
3. Identify front axle capacity and manufacturer.
4. Identify wheel seals and bearings.
5. Identify type, manufacturer, and model of front and rear suspension (air and spring) system(s) and components.
6. Identify rim/wheel manufacturer, type, and size.
7. Identify hub and stud manufacturer, type, and size.
8. Pursue related parts sales.
9. Be aware of relevant government regulations.

5. Cab/Sleeper Heating and Air Conditioning (4 questions)

1. Understand heating and A/C system basic operation and function.
2. Identify A/C system and refrigerant type and manufacturer.
3. Differentiate between R-12 and alternative components; understand retrofit (conversion) requirements.
4. Identify A/C compressor type and manufacturer.
5. Determine proper receiver/dryer (accumulator), A/C lines, and fittings.
6. Identify type and manufacturer of heating and A/C components and controls.
7. Pursue related parts sales.
8. Be aware of relevant government regulations.

6. Engines (16 questions)

a. General/Major Components (4 questions)

1. Understand basic engine operation and function (mechanical and electrical).
2. Understand operation of engine starting aids and accessories.
3. Determine engine make, model, serial number, and arrangement/CPL/type number.
4. Identify standard or oversize components where applicable.
5. Identify exchange components and core return policies.

6. Pursue related parts sales.
7. Be aware of relevant government regulations.

b. Fuel System (3 questions)

1. Understand fuel system basic operation and function.
2. Identify fuel system components and controls.
3. Identify type of fuel filter/water separator; identify elements.
4. Pursue related parts sales.
5. Be aware of relevant government regulations.

c. Cooling System (3 questions)

1. Understand cooling system basic operation and function.
2. Identify cooling system components, controls, and fluids.
3. Identify type and operation of fan clutch and controls.
4. Identify belts, hoses, and related components.
5. Determine correct ratios of cooling system antifreeze, conditioners, and additives, including precharged elements.
6. Pursue related parts sales.
7. Be aware of relevant government regulations.

d. Lubrication System (3 questions)

1. Understand lubrication system basic operation and function.
2. Identify lubrication system components, filter, and lubricant types.
3. Pursue related parts sales.
4. Be aware of relevant government regulations.

e. Air Induction and Exhaust Systems (3 questions)

1. Understand air induction and exhaust system basic operation and function.
2. Identify turbocharger/supercharger manufacturer, model, and type.
3. Identify air induction, filtration, and exhaust system components.
4. Identify engine/exhaust braking system and components.
5. Pursue related parts sales.
6. Be aware of relevant government regulations.

D. Inventory Management (7 questions)

1. Report lost sales.
2. Verify accuracy of incoming and outgoing orders.
3. Perform physical inventory.
4. Report inventory discrepancies.
5. Handle special orders.
6. Perform proper core handling (i.e., accepting or declining cores, storage, and return).
7. Handle warranty returns.
8. Determine proper selling unit (each, pair, case, etc.) increment.
9. Handle broken kits, exchange parts, and returned items.
10. Maintain a safe and organized parts department.
11. Be aware of the value of analyzing inventory history. ■

SAMPLE QUESTIONS
MEDIUM/HEAVY TRUCK DEALERSHIP PARTS SPECIALIST (TEST P1)

Questions:

1. When dealing with an angry customer, a parts specialist should:
   * (A) listen attentively.
   (B) suggest solutions.
   (C) assure him/her that the problem is understood.
   (D) assure him/her that the problem can be solved.

2. All of the these are important when gathering information about a customer's fleet EXCEPT:
   (A) chassis serial numbers.
   (B) major components make and model.
   * (C) number of drivers in fleet.
   (D) location of their maintenance facility.

3. While looking up parts for a customer, a parts specialist should:
   (A) direct the customer to the driver's lounge.
   * (B) hand the customer a current sales flyer.
   (C) offer the customer a seat at the counter.
   (D) direct the customer to the new truck department.

4. A customer is buying a pair of mud flaps. The parts department stocks standard plastic flaps and a better quality rubber, anti-spray flap. The parts specialist should tell the customer about the:
   (A) standard flaps only.
   (B) prices of the plastic and rubber flaps.
   (C) rubber flaps only.
   * (D) benefits of the rubber flaps versus the plastic flaps.

5. Which of these related parts would be sold with a remanufactured differential?
   (A) Brake chamber
   (B) Torque arm
   (C) Spring bracket
   * (D) End yoke

6. Which of these does a parts specialist need to know when locating a replacement ring and pinion gear assembly?
   (A) Tire size
   * (B) Rear axle model
   (C) Axle shaft length
   (D) Drive line size

7. A clutch disc has one broken damper spring. Which of these should be the recommended repair?
   * (A) Install a coaxial damper disc
   (B) Install a rigid disc
   (C) Decrease pressure plate load
   (D) Increase pressure plate load

8. Parts specialist A says that cooling system additives/conditioners can help provide the correct antifreeze mixture.
   Parts specialist B says that cooling system additives/conditioners can protect against cylinder wall pitting.
   Who is right?
   (A) A only
   * (B) B only
   (C) Both A and B
   (D) Neither A nor B

TEST SPECIFICATIONS AND TASK LIST
AUTOMOBILE PARTS SPECIALIST (TEST P2)

Content Area	Questions in Test	Percentage of Test
A. General Operations	10	13%
B. Customer Relations and Sales Skills	11	15%
C. Vehicle Systems Knowledge	40	53%
1. Engine Mechanical Parts	(3)	
2. Cooling Systems	(2)	
3. Fuel Systems	(3)	
4. Ignition Systems	(3)	
5. Exhaust Systems	(2)	
6. Emissions Control Systems	(3)	
7. Manual Transmission/Transaxle	(2)	
8. Automatic Trans./Transaxle	(2)	
9. Drive Train Components	(2)	
10. Brakes	(3)	
11. Suspension and Steering	(3)	
12. Heating and Air Conditioning	(3)	
13. Electrical/Electronic Systems	(3)	
14. Battery, Charging and Starting Systems	(3)	
15. Miscellaneous	(3)	
D. Vehicle Identification	3	4%
E. Cataloging Skills	7	9%
F. Inventory Management	2	3%
G. Merchandising	2	3%
Total	**75**	**100%Total**

A. General Operations (10 questions)

1. Calculate discounts, selling prices, percentages, and pro-rated warranties.
2. Calculate special handling charges.
3. Identify and convert units of measure.
4. Determine alphanumeric sequences.
5. Determine sizes with precision measuring tools and equipment.
6. Perform money transactions (cash, checks, credit and debit cards).
7. Perform sales and credit invoicing.
8. Interact with management and fellow employees.
9. Know the value of housekeeping skills (facility, work stations, and backroom).
10. Assist with employee and customer training.
11. Identify potential safety risks; demonstrate proper safety practices.
12. Identify proper handling of regulated and/or hazardous materials.
13. Identify potential security risks.
14. Identify parts industry terminology.
15. Know the value of company policies and procedures.
16. Know the basic functions of tools and equipment used in automotive service.

B. Customer Relations and Sales Skills (11 questions)

1. Identify customer needs and skill level.
2. Handle customer complaints.
3. Provide information related to the sale, and warranty return policy.
4. Handle the return of products; determine the difference between new, warranty, and customer satisfaction returns.
5. Acknowledge/greet customer.
6. Demonstrate proper telephone skills.
7. Obtain pertinent application information.
8. Present a knowledgeable and professional business image.
9. Recognize the value of selling related items.
10. Identify product features and/or benefits.
11. Handle sales objections.
12. Balance telephone and in-store customers.
13. Promote store services and features.
14. Promote premium products.
15. Solve customer problems.
16. Close the sale.

C. Vehicle Systems Knowledge (40 questions)

1. Engine Mechanical Parts (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

2. Cooling Systems (2 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

3. Fuel Systems (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

4. Ignition Systems (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

5. Exhaust Systems (2 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

6. Emissions Control System (3 questions)

1. Identify major components.

P2 Task List (continued)

2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

7. Manual Transmission/Transaxle (2 questions)

1. Identify major components.
2. Identify component function.
3. Identify basic related items.
4. Provide basic use, installation, and warranty information.

8. Automatic Transmission/Transaxle (2 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

9. Drive Train Components (Includes driveshafts, half shafts, U-joints, CV joints, and four-wheel drive systems) (2 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

10. Brakes (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

11. Suspension and Steering (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

12. Heating and Air Conditioning (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

13. Electrical/Electronic Systems (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

14. Battery, Charging and Starting Systems (3 questions)

1. Identify major components.
2. Identify component function.
3. Identify related items.
4. Provide basic use, installation, and warranty information.

15. Miscellaneous (3 questions)

1. Identify fastener thread types (SAE, USS, and metric).
2. Identify fastener thread diameter, pitch, and length.
3. Identify fastener type.

4. Identify fastener grade.
5. Identify fitting type.
6. Identify fitting sizes.
7. Identify body repair and refinishing materials and supplies.
8. Identify hose and tubing types and applications.
9. Determine hose and tubing size.
10. Recommend proper application and usage of chemicals/appearance products.
11. Recommend proper application and usage of vision and safety products.
12. Identify special application belts.
13. Recommend proper application and usage of aftermarket accessories.

D. Vehicle Identification (3 questions)

1. Locate and utilize vehicle ID number (VIN).
2. Locate production date.
3. Locate and utilize component identification data.
4. Identify body styles and chassis configurations.
5. Utilize additional reference material for interpreting component information.
6. Locate paint code(s).

E. Cataloging Skills (7 questions)

1. Locate proper catalog and identify needed part(s).
2. Obtain and interpret additional information (footnote, illustration, etc.).
3. Utilize additional reference material (technical bulletins, interchange list, supplements, specification guides, etc.)
4. Identify catalog terminology and abbreviations.
5. Locate index and table of contents.
6. Perform catalog maintenance.

F. Inventory Management (2 questions)

1. Report lost sales.
2. Verify incoming and outgoing merchandise.
3. Know the reasons for performing a physical inventory.
4. Identify the cause of, and report inventory discrepancies.
5. Know the reasons for, and perform stock rotation.
6. Handle special orders and outside purchases.
7. Perform proper core handling (i.e.: accepting or declining cores, storage, and return).
8. Handle and document warranty and new returns.
9. Determine proper order/selling unit (each, pair, case, etc.) increment.
10. Handle return of broken kits, special order parts, and exchange parts.
11. Account for store use items.

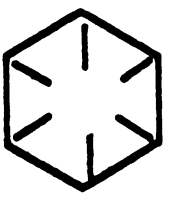
G. Merchandising (2 questions)

1. Understand display strategy.
2. Display pricing.
3. Inspect and maintain shelf quantities and condition.
4. Identify impulse, seasonal, and related items.
5. Utilize sales aides. ■

SAMPLE QUESTIONS
AUTOMOBILE PARTS SPECIALIST (TEST P2)

1. A customer comes in while a parts specialist is on the telephone with another customer. Which of these should the parts specialist do?
   (A) Finish with the telephone customer first.
   (B) Put the telephone customer on hold and wait on the walk-in customer.
   * (C) Acknowledge the walk-in customer and finish with the telephone customer.
   (D) Finish with the telephone customer and pull their order.

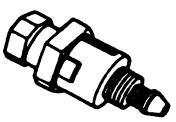
2. The special grease used between an ignition module and the distributor:
   (A) insulates the module from the distributor housing.
   * (B) provides heat transfer between the module and the distributor.
   (C) lubricates the module.
   (D) prevents corrosion.



3. The bolt head shown above indicates that the bolt is:
   (A) not graded.
   (B) a grade 5.
   (C) a grade 6.
   * (D) a grade 8.

4. Which battery has a better cost value per month?
   (A) $39.95 with a 40 month warranty
   (B) $42.95 with a 50 month warranty
   (C) $54.95 with a 60 month warranty
   * (D) $59.95 with a 75 month warranty

5. Which of these connecting rod bearing sets is two thousandths of an inch undersize?
   (A) 6210 - .0002
   * (B) 6210 - .002
   (C) 6210 - .020
   (D) 6210 - .200



W

X

Y

Z

6. Which of these shown above is an idle air control?
   * (A) W
   (B) X
   (C) Y
   (D) Z

7. Parts specialist A says that heater hose should be used on a PCV system.

   Parts specialist B says that any type of fuel hose may be used on a fuel injection system.

   Who is right?
   (A) A only
   (B) B only
   (C) Both A and B
   * (D) Neither A nor B

8. Paint and Body supplies should be rotated:
   (A) every six months.
   * (B) when stock arrives.
   (C) when doing inventory.
   (D) at least once per year.

TEST SPECIFICATIONS AND TASK LIST
MEDIUM/HEAVY TRUCK AFTERMARKET BRAKE PARTS SPECIALIST (TEST P3)

Content Area	Questions in Test	Percentage of Test
A. General Operations	4	9%
B. Communications and Sales Skills	8	18%
C. Inventory Management	3	7%
D. Brakes Systems Knowledge	30	67%
1. Air Brake Systems (15)		
2. Hydraulic Brake Systems (9)		
3. Wheel End Systems (6)		
Total	**45**	**100%**

A. General Operations (4 questions)

1. Perform sales and credit invoicing.
2. Calculate discounts, percentages, and special handling fees.
3. Identify and convert units of measure.
4. Determine sizes with precision measuring tools.
5. Determine alphanumeric sequences.
6. Perform money transactions.
7. Identify proper handling of regulated and/or hazardous materials.
8. Identify fittings, fasteners, and connector types and sizes.
9. Identify parts industry terminology.
10. Locate and utilize proper catalog information and terminology.
11. Utilize additional reference material (supplements, technical bulletins, interchange lists, etc.).
12. Provide remanufactured/exchange information; explain core value and policy.

B. Communications and Sales Skills (8 questions)

1. Acknowledge customer.
2. Project a positive attitude and professional appearance.
3. Identify customer needs.
4. Explain product features, benefits and warranty.
5. Address objections.
6. Identify alternative parts, including remanufactured/exchange information.
7. Promote related and upgraded sale items.

8. Close sale.
9. Demonstrate proper telephone skills.
10. Balance telephone and counter customer requests.
11. Deal with angry/unsatisfied customers.
12. Follow up; keep customer informed on status of request.
13. Solve customer problems.
14. Check inventory; verify availability of requested item.
15. Promote other company services or products.

C. Inventory Management (3 questions)

1. Verify accuracy of incoming and outgoing orders.
2. Report lost sales.
3. Perform physical inventory.
4. Report inventory discrepancies.
5. Perform stock rotation, i.e. dated inventory.
6. Handle special orders.
7. Handle warranty returns.
8. Determine proper selling increment (each, pair, case, etc.).
9. Handle broken kits, exchange units, and returned items.
10. Perform proper core handling (accepting or declining cores, storage, and return).
11. Maintain a safe and organized parts department.

D. Brakes Systems Knowledge (30 questions)

1. Air Brake Systems (15 questions)

Questions in this part of the test will cover: Air Supply (compressor, drier, governor, reservoir(s), and low-pressure indicators); Air Control (brake, relay, limiting, quick release, tractor protection, and trailer spring brake valves); Parking Control (push/pull valves, relay/quick release valves, and check valves); Foundation Brakes (brake chambers, slack adjusters, cams, cam bushings, wedge assemblies, brackets, shoes, pads and linings, backing plates, spiders, drums, rotors, and related hardware); Anti-Lock Braking System (ABS) (electronic control, modulator valves, wheel speed sensors, and excitor/tone rings).

1. Identify system components.
2. Understand system and component function.
3. Provide appropriate part(s) and associated product information.
4. Pursue related sales.

2. Hydraulic Brake Systems (9 questions)

Questions in this part of the test will cover: Master cylinder, lines and fittings, wheel cylinders, calipers, proportioning/metering valve, hydraulic and vacuum booster systems, parking control valves, fluid, shoes, pads, rotors, drums, air chambers, and related hardware.

1. Identify system components.
2. Understand system and components function.
3. Provide appropriate part(s) and associated product information.
4. Pursue related sales.

P3 Task List (continued)

3. Wheel End Systems (6 questions)

Questions in this part of the test will cover: Hubs, bearings, seals, hub caps, wheel end fasteners, gaskets, lubricants and related components.

1. Identify system components.
2. Understand system and components function.
3. Provide appropriate part(s) and associated product information.
4. Pursue related sales. ■

SAMPLE QUESTIONS
MEDIUM/HEAVY TRUCK AFTERMARKET BRAKE PARTS SPECIALIST (TEST P3)

Questions:

1. A customer returns a purchased part and requests a warranty. Parts Specialist A says that the original purchase date should be determined. Parts Specialist B says than an explanation of what went wrong with the part should be obtained. Who is right?

   (A) A only
   (B) B only
   ∗ (C) Both A and B
   (D) Neither A nor B

2. Which of these is needed to select the proper brake chamber diaphragm?
   (A) Brake chamber manufacturer
   ∗ (B) Brake chamber type
   (C) Slack adjuster type
   (D) Actuator rod length

3. A customer who hauls potato chips asks for the recommended brake lining for the fleet's tractor/trailer combinations. The parts specialist should recommend:
   (A) very aggressive lining material.
   ∗ (B) moderately aggressive lining material.
   (C) metallic/organic combination material.
   (D) asbestos-based lining material.

4. An alcohol evaporator can be a substitute for:
   (A) an automatic reservoir drain valve.
   (B) an inversion valve.
   ∗ (C) an air drier.
   (D) a manual reservoir drain valve.

TEST SPECIFICATIONS AND TASK LIST
GENERAL MOTORS PARTS CONSULTANT (TEST P4)

Content Area	Questions in Test	Percentage of Test
A. General Operations	9	14%
B. Communications and Sales Skills	10	15%
C. GM Vehicle and Component Parts Knowledge	21	32%
1. Major Parts Groups 0-9 - Passenger Cars and Light Trucks (8)		
2. Major Parts Groups 10-15 - Passenger Cars, Only (5)		
3. Major Parts Group 16-17 - Light Trucks, Only (5)		
4. Major Parts Group 21 - Accessories (3)		
D. Catalog Skills	15	23%
E. Inventory Control	10	15%
Total	**65**	**100%**

A. General Operations (9 questions)

1. Perform repair order and counter ticket transactions.
2. Identify transaction errors and omissions; determine appropriate action.
3. Communicate instructions to delivery personnel.
4. Report unauthorized behavior or people.
5. Demonstrate basic computer skills (log on, log off, and password).
6. Follow key cutting policy.
7. Demonstrate basic math skills.
8. Identify order types and apply special handling charges, if applicable.
9. Perform financial transactions (cash, checks, credit cards, prepaid orders, and deposits).
10. Demonstrate housekeeping skills (facility and work stations).
11. Practice proper safety procedures.
12. Identify proper handling of regulated and/or hazardous materials; provide MSDS sheet if requested.
13. Identify potential security risks.
14. Identify warranty parts procedures including retention and tagging.

B. Communications and Sales Skills (10 questions)

1. Obtain correct, complete information from customer, interpret industry terminology, and determine wants and needs.
2. Check inventory system to obtain price and availability; ask for sale.
3. Verify that part is correct.
4. Disclose non-OEM parts to the customer.
5. Explain return policy(ies) on parts.
6. Practice proper phone etiquette.
7. Project positive, professional image in communications and appearance.
8. Practice proper customer handling procedures.
9. Build and retain customer base; follow up with customers.
10. Communicate benefits of GM parts and accessories.
11. Identify and communicate warranties to customer.
12. Maintain displays (pricing and presentation).
13. Interact with management and fellow employees (teamwork).
14. Match customer needs to available dealership resources.
15. Address customer complaints.
16. Recognize the value of selling related items and services.
17. Identify product features and benefits.
18. Close the sale and thank the customer.
19. Determine proper customer pricing structure (wholesale, retail, and warranty).

C. GM Vehicle and Component Parts Knowledge (21 questions)

1. Group 0-9 - Passenger Cars and Light Trucks (8 questions)

1. Identify major parts group.
2. Identify major components.
3. Identify component function.
4. Identify related items.
5. Provide pertinent information.

2. Group 10-15 - Passenger Cars Only (5 questions)

1. Identify major parts group.
2. Identify major components.
3. Identify component function.
4. Identify related items.
5. Provide pertinent information.

3. Group 16-17 - Light Trucks Only (5 questions)

1. Identify major parts group.
2. Identify major components.
3. Identify component function.
4. Identify related items.
5. Provide pertinent information.

4. Group 21 - Accessories (3 questions)

1. Identify major parts group.
2. Identify major components.

P4 Task List (continued)

3. Identify component function.
4. Identify related items.
5. Provide pertinent information.

D. Catalog Skills (15 questions)

1. Use additional factory resources (TRACS, SPAC, ParTech).
2. Identify correct part and part number.
3. Determine group numeric sequences.
4. Locate and use vehicle ID number (VIN, RPO, VCVS).
5. Locate and use component and option identification data.
6. Identify body styles.
7. Locate proper catalog.
8. Obtain and interpret additional information (catalogs, manuals, and manufacturer's notes).
9. Use additional reference material (technical bulletins, interchange list, supplements, etc.).
10. Identify catalog terminology and abbreviations.

E. Inventory Control (10 questions)

1. Obtain part (pull from inventory, locate and order).
2. Invoice properly; sell, credit, and rebill.
3. Perform purchase order control; write PO for parts; sublet; cross reference PO to invoice.
4. Follow stocking procedures (bin maintenance and stock rotation).
5. Observe GM return policies (warranty, monthly, exchange, and special).
6. Follow GM claim procedures (damaged, defective, shortages, and overages).
7. Control open documents.
8. Follow purchasing procedures.
9. Verify and report discrepancies in inventory, supplies, and facility.
10. Record/post lost sales and emergency purchases.
11. Verify incoming and outgoing merchandise.
12. Perform inventory, physical and perpetual.
13. Follow special order procedures.
14. Follow proper core handling procedures (i.e., accepting or declining cores, storage, and return).
15. Determine proper selling unit (each, pair, case, etc.) increment. ■

SAMPLE QUESTIONS
GENERAL MOTORS PARTS CONSULTANT (TEST P4)

Questions:

1. In which Major Parts Group would a parts consultant find an EGR valve?
   (A) 2
   * (B) 3
   (C) 4
   (D) 5

2. Parts Consultant A says that when looking up a part for a Pontiac Firebird, the "F" body catalog is needed. Parts Consultant B says that when looking up a part for a Chevrolet Lumina, the "A" body catalog is needed. Who is right?

   * (A) A only
   (B) B only
   (C) Both A and B
   (D) Neither A nor B

3. Mechanical parts were special-ordered for a vehicle in the service department. If the customer does not return for the work, how long does the dealer have to submit a return request?
   * (A) 30 days
   (B) 10 days
   (C) Indefinite
   (D) No return is possible

4. When a walk-in customer decides to purchase a part, the parts consultant creates a:
   (A) repair order.
   (B) purchase order.
   (C) parts requisition.
   * (D) counter ticket.

5. According to the Service Customer Special Order System, who is responsible for notifying the customer when a special order part is in?
   (A) The parts consultant
   (B) The parts manager
   * (C) The service consultant
   (D) The special order clerk

6. The function of an engine thermostat is to regulate the:
   (A) heat inside a vehicle's passenger compartment.
   * (B) engine's operating temperature.
   (C) temperature gauge on the dash.
   (D) exhaust temperature in a vehicle's catalytic converter.

7. ParTech is a call center that assists GM dealers with:
   (A) warranty questions.
   (B) pricing inquiries.
   *(C) catalog inquiries.
   (D) vehicle conversions.

Question 8 is not like the ones above.
It has the word LEAST. For this question, look for the choice that is least likely to be needed. Read the entire question carefully before choosing your answer.

8. A customer is purchasing ignition parts for a vehicle equipped with a distributorless ignition system. Which of these is LEAST likely to be needed?
   *(A) Rotor
   (B) Spark plugs
   (C) Ignition wires
   (D) Ignition coil

TEST SPECIFICATIONS AND TASK LIST
MEDIUM/HEAVY TRUCK AFTERMARKET SUSPENSION AND STEERING PARTS SPECIALIST (TEST P9)

Content Area	Questions in Test	Percentage of Test
A. General Operations	4	9%
B. Communications and Sales Skills	8	18%
C. Inventory Management	3	7%
D. Suspension and Steering Systems Knowledge 1. Air Suspension Systems (10) 2. Mechanical Suspension Systems (10) 3. Steering Axle Assembly (5) 4. Steering Gear and Linkage Systems (5)	30	67%
Total	**45**	**100%**

A. General Operations (4 questions)

1. Perform sales and credit invoicing.
2. Calculate discounts, percentages, and special handling fees.
3. Identify and convert units of measure.
4. Determine sizes with precision measuring tools.
5. Determine alphanumeric sequences.
6. Perform money transactions.
7. Identify proper handling of regulated and/or hazardous materials.
8. Identify fittings, fasteners, and connector types and sizes.
9. Identify parts industry terminology.
10. Locate and utilize proper catalog information and terminology.
11. Utilize additional reference material (supplements, technical bulletins, interchange lists, etc.).
12. Provide remanufactured/exchange information; explain core value and policy.

B. Communications and Sales Skills (8 questions)

1. Acknowledge customer.
2. Project a positive attitude and professional appearance.
3. Identify customer needs.
4. Explain product features, benefits and warranty.
5. Address objections.
6. Identify alternative parts, including remanufactured/exchange information.
7. Promote related and upgraded sale items.
8. Close sale.

9. Demonstrate proper telephone skills.
10. Balance telephone and counter customer requests.
11. Deal with angry/unsatisfied customers.
12. Follow up; keep customer informed on status of request.
13. Solve customer problems.
14. Check inventory; verify availability of requested item.
15. Promote other company services or products.

C. Inventory Management (3 questions)

1. Verify accuracy of incoming and outgoing orders.
2. Report lost sales.
3. Perform physical inventory.
4. Report inventory discrepancies.
5. Perform stock rotation, i.e. dated inventory.
6. Handle special orders.
7. Handle warranty returns.
8. Determine proper selling increment (each, pair, case, etc.).
9. Handle broken kits, exchange units, and returned items.
10. Perform proper core handling (accepting or declining cores, storage, and return).
11. Maintain a safe and organized parts department.

D. Suspension and Steering Systems Knowledge (30 questions)

1. Air Suspension Systems (10 questions)

Questions in this part of the test will cover: Control valves, shock absorbers, air bags/ cells, pivot bushings, transverse torque arms, beams, leaf springs, and related hardware.

1. Identify system components.
2. Understand system and component function.
3. Provide appropriate part(s) and associated product information.
4. Pursue related sales.

2. Mechanical Suspension Systems (10 questions)

Questions in this part of the test will cover: Springs, radius rods, walking beams, torque rods, equalizers, shock absorbers, shackles, trunnions, hangers, u-bolts, saddles, center bolts, spring pins and bushings, and related hardware.

1. Identify system components.
2. Understand system and component function.
3. Provide appropriate part(s) and associated product information.
4. Pursue related sales.

3. Steering Axle Assembly (5 questions)

Questions in this part of the test will cover: Axle, king pins, bushings/bearings, steering knuckles, spindles, and related hardware.

1. Identify system components.
2. Understand system and component function.
3. Provide appropriate part(s) and associated product information.
4. Pursue related sales.

4. Steering Gear and Linkage Systems (5 questions)

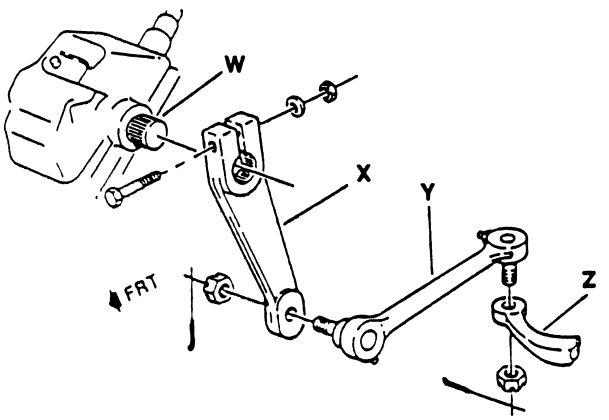
Questions in this part of the test will cover: Gear box, pump, hoses, fluids, filters, pitman arm, steering arm, drag link, center/cross tube, tie rod ends, and sleeves.

1. Identify system components.
2. Understand system and component function.
3. Provide appropriate part(s) and associated product information
4. Pursue related sales. ■

SAMPLE QUESTIONS
MEDIUM/HEAVY TRUCK AFTERMARKET SUSPENSION AND STEERING PARTS SPECIALIST (TEST P9)

Questions:

1. On an air ride suspension, which valve is used to control the air supply to the air springs?
   ∗ (A) The leveling valve
   (B) The pressure protection valve
   (C) The relay valve
   (D) The 2-way check valve



2. Which of the components shown above is the steering arm?
   (A) W
   (B) X
   (C) Y
   ∗ (D) Z

Question 3 is not like the ones above.
It has the word EXCEPT. For this question, look for the choice that is NOT a determining factor. Read the entire question carefully before choosing your answer.

3. All of these determine the weight capacity of the front suspension EXCEPT the:
   (A) front-axle capacity.
   (B) number of leaves.
   (C) thickness of leaves.
   ∗ (D) front-axle spring seat.

INDUSTRY TRAINING

The training sources listed below are designed to help you sharpen your skills in general parts store operations, sales, and vehicle systems knowledge. Since the ASE tests reflect these skills - the more you learn, the better your chances of passing the tests.

Please call or write the listed organizations for availability and prices. In addition, you may wish to check with OEMs, parts manufacturers, program jobbers, and technical training organizations for additional training information.

Medium/Heavy Truck Parts

Dana Corporation. A two-year associates degree program specifically for medium and heavy truck parts counterpersons has been developed by Dana Corp. and Owens Community College in Toledo, Ohio. Dana plans to begin offering the program in Fall 1997. Plans call for the course to be available to students from Ohio, Ind., and Mich. initially, with additional sites throughout the country to follow in 1998. For information, contact Owens Community College at 419-661-7369.

Society of Automotive Engineers (SAE). SAE publishes over 500 titles of automobile and truck training topics. Order forms can be obtained by writing to: SAE Dept. 3170, 400 Commonwealth Dr., Warrendale, PA 15096-0001, or calling 724-776-4970. All titles are also available on the SAE web site: www.sae.org/bookstore

TMC (The Maintenance Council). For a catalog of Publications and Training Programs (books, manuals, charts, newsletters, and videos), write: The Maintenance Council (TMC) of the American Trucking Association (ATA), 2200 Mill Rd.., Alexandria, VA 22314; or call 703-838-1763. The toll-free order line is 800-ATA-LINE.

Automobile Parts

Parts Plus. Parts Plus offers a comprehensive collection of instructor-led seminars, video training tapes, self-paced workbooks, and publications for counterpersons, sales staff, and managers. These programs are available exclusively to service dealers that are customers of Parts Plus Autostores or distribution centers.

Contact your local Parts Plus representative for details, or you may write: Training Manager, Parts Plus HQ, 5050 Poplar Ave., Suite 2020, Memphis, TN 38157, E-mail: mhaney@partsplus.com, or call 901-682-9090.

BWD Automotive Corp. offers a Counter Pro training course consisting of twelve booklets which cover various automobile systems. The series includes: Ignition (3 parts), Wire and Cable, Carburetors, Fuel Injection (2 parts), Emission Controls (2 parts), Computer Command Control, Clutches, and Front Wheel Drive. Write or call: BWD Automotive Corp., 11045 Gage Avenue, Franklin Park, IL 60131. Phone: 847-455-3120. Ask for the Catalog Dept. and request a sign-up sheet for the Counter Pro training series.

Advanstar's Motor Age publishes self-study guides for most of the ASE tests, including the Parts Specialist tests. Each guide contains technical self-study preparatory information with sample test questions, and a complete ASE Task List for the category. Request information from: Motor Age Training for Certification, 131 West First St, Duluth, MN 55802. Phone: 800-240-1968, Internet: www.motorage.com

Federal-Mogul offers CounterLink and CounterPro, counterperson training programs using booklets based on Wagner brake products, and Moog chassis, driveline and steering components, and Fel-Pro gaskets and sealing products. Classroom training is also available at the Technical Education Centers in St. Louis and Toronto, Canada. For information, write to Federal-Mogul Technical Education Center, P.O. Box 7224, St. Louis, MO 63177, or call 314-512-8352. For information about the Canadian center, write to: Federal-Mogul Technical Education Center, 336 Courtland Ave., Vaughan, Ontario Canada L4K 4Y1, or call 905-761-2626 Visit the Federal-Mogul website at www.federal-mogul.com

CARQUEST Corporation has a nine-part home study training program called Counter-Tech, and an advanced PlatinumPro training program. Both of these offerings are limited to CARQUEST employees, but the company also has an extensive free video lending library, with more than two hundred tapes covering fuel systems, electrical systems, electronic engine controls, brakes, clutches, CV joints, cooling systems, power steering, suspension, and more. For information, contact your local CARQUEST auto parts jobber, or visit the CARQUEST website at: www.CARQUEST.com

Counterman Magazine, from Babcox Publications, includes information on customer relations and catalog skills, as well as different vehicle systems. To subscribe, contact: Babcox Publications, 3550 Embassy Parkway, Akron, Ohio 44333. Phone: 330-670-1234

Delmar Publishers, Inc. has produced the *Counterman's Guide to Parts and Service Management.* This 345-page textbook, written by Gary Molinaro, covers store operations, product knowledge, catalog use, computerized inventory, pricing, sales skills and customer relations. Delmar also publishes other books that counterpersons may find useful, including Automotive Technology (ISBN 0-7668-0673-1), Dictionary of Automotive Terms (ISBN 0-8273-7405-4), and Math for the Automotive Trade (ISBN 0-8273-6712-0).

Delmar's ASE Test Preparation Series: This comprehensive study series consists of manuals for automotive test A1 through A8, L1, P2 and X1. Each book contains ASE-style review questions, a task list, and test-taking strategies. The modules may be purchased individually or as a set.

Delmar's ATC Challenge 2.1: This interactive CD-ROM allows the user to review ASE subject areas at an individual pace and identifies areas that may need further study. This CD covers tests A1 through A8, F1, L1 and P2. With explanations of the answers, hints, and a helpful note taking area, the user is able to comment and refer back to troublesome topics.
To order materials or request a free catalog, write to: Delmar Learning, 5 Maxwell Drive, Clifton Park, NY 12065, or call: 800-477-3692. Internet: www.autoed.com





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