THE OFFICIAL ASE STUDY GUIDE

General Motors Parts Consultant Test

National Institute for AUTOMOTIVE SERVICE EXCELLENCE
ASE
GENERAL MOTORS
PARTS CONSULTANT TEST

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About the Test

The General Motors Parts Consultant Test (P4) was developed with the cooperation of GMCCA 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 Dealer Parts and Accessories Policies and Procedure Manual and the 21 specific Major Parts Groups.
OVERVIEW

Introduction
The goal of the ASE General Motors Parts Consultant Certification Program is to improve the marketing of automobile and truck parts and service by improving the professionalism of parts consultants. The test includes questions on product knowledge, vehicle systems, and communications and sales skills. ASE also offers separate tests for automobile and medium/heavy truck parts consultants.

ASE voluntary certification helps parts consultants prove their abilities to themselves, to their employers, and to their customers. By passing an ASE test, 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 consultant 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 U.S.

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

ASE encourages you to take the tests and to join the proven pros who wear the ASE Blue Seal of Excellence®.

How Do I Become Certified
When you pass the ASE General Motors Parts Consultant test and have at least two years of appropriate on-the-job work experience as a parts consultant, you will become an ASE Certified Parts Consultant. (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 workplace requirement for Parts Consultant certification.

You will receive your test results at the end of your test appointment. You can review them and print them later by logging in to your MyASE account. Results will not be given over the phone nor will they be released to anyone without your written permission. If you fail a test, you must wait 30 days from the test date before you can purchase it again.
Certification credentials are valid for five years. This ensures that certified parts consultants are recognized as being up-to-date in their profession. If it has been almost five years since you passed a parts consultant test, it is time to register for the corresponding recertification test. Most recertification tests are about half the length of the regular tests.

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

Each question is first drafted in an ASE “item-writing” workshop where representatives from General Motors and working parts consultants meet to share ideas and translate them into test questions. Each test question must survive review by all members of the group. The questions are written to deal with practical problems encountered by parts consultants in their day-to-day work.

Next, 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.

**How Do I Prepare for the ASE Tests?**
Become familiar with test content and question format.

The Test Specifications in this booklet contain a description of the content covered by each test. The Task Lists describe the actual work performed by parts consultants in each specialty area. Together, these form a “blueprint” for writing and assembling the ASE tests. Please note that each question on the test is related to a particular task or set of tasks in the list. Therefore, review the list, thinking about whether you know how to perform each item listed.

All questions are multiple-choice. The sample questions in this *Study Guide* are examples of the five types of questions on the test. Note that some types of questions have extra instructions that you should follow.

Be sure to read each question carefully so that you understand exactly what is being asked. *Each question tests a specific skill or knowledge and has only one correct answer.*
To summarize, we suggest you follow these steps.

**Step 1.** Carefully read the content list for each test you will attempt.

**Step 2.** Study the task list for each area.

**Step 3.** Go over the sample questions to become familiar with each question type. *This is very important!*

**Step 4.** Review steps 1 through 3 and identify the skill areas where you need additional study.

### Getting Started

Registration information is available on the ASE website at [www.ase.com](http://www.ase.com). This site will provide you with the dates and locations that testing is available and other important information, including an electronic version of this and all other ASE Study Guides.

While on the ASE website, take the time to create your own myASE account (if you have not done so already), which will allow you to register for tests, make your own test appointments, and have direct access to all your personal ASE certification information. GM and ASE have jointly developed a web page about ASE testing for GM personnel. At [www.ase.com/gm](http://www.ase.com/gm), you can:

- Review the ASE tests needed to meet STS, or Mark of Excellence, requirements
- Learn how to affiliate your myASE account with GM
- Learn more about the ASE tests
- Sign up for testing that is currently underway

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### ASE Tests

<table>
<thead>
<tr>
<th>Test</th>
<th>Name</th>
<th>Certification Tests</th>
<th>Recertification Tests</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Number of questions*</td>
<td>Testing time</td>
</tr>
<tr>
<td>P4</td>
<td>General Motors Parts Consultant</td>
<td>75</td>
<td>1 1/2 hrs.</td>
</tr>
</tbody>
</table>

* ASE certification tests include additional research questions that are not counted for score. You will not be told which questions these are, so you should answer every question. No research questions are added to recertification tests. You are eligible to take the recertification test only when you have previously passed the corresponding initial certification test.
Please take a few minutes today to visit the web page at www.ase.com/gm, log into myASE, and review your certification records. If you have any questions, please contact ASE Customer Service at 1-800-390-6789 (select option 9) or contactus@ase.com.

At the Test Center—Some Tips

Try to be well rested on exam day. Arrive early enough to park and find the Test Center office. Late arrivals may be turned away by Test Center staff. If you cannot take a test because you are late, you will forfeit your test fees.

Bring your Admission Ticket and government-issued photo ID with you. Books, calculators, and other reference material will not be permitted in the test room. You will be assigned a locker to store all personal items. No electronic devices (including cell phones) are allowed in the test room. Most test centers have airport-level security procedures for all candidates, so be prepared for “wanding or other security checks.

You will receive scratch paper and pencils. After you are seated, the supervisor will explain how to use the computer and mouse. Each test appointment begins with a short tutorial on the operation of the computer-based test. You can also preview the system online at www.ase.com/cbt before you arrive at the Test Center.

Each test has a specific time limit, as listed in the chart on page 5. During your test, the computer screen will continuously display the amount of time left. If you finish early, you may either review your answers or end the test and continue to the next test (if your appointment includes multiple tests). Once you submit a test for scoring, you cannot go back and review it. If you are taking several tests and need a break, the best time to take it is at the title screen of one of the tests, before you click “Begin.” You can take a break after this if necessary, but the clock will continue to run.

If a question is difficult, mark the answer that you think is correct and flag the question using the on-screen button. Then go on to the next question. When you have finished the test, you may have time to go back to the flagged questions. Your score is based on the number of correct answers that you give, so you should try to answer every question.

<table>
<thead>
<tr>
<th>Bring--</th>
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</thead>
<tbody>
<tr>
<td>✓ Admission Ticket</td>
</tr>
<tr>
<td>✓ Current Gov’t. Issued Photo ID</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Leave in locker--</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Books</td>
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<tr>
<td>✓ Calculator</td>
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<td>✓ Coat</td>
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<td>✓ Cell Phone</td>
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<tr>
<td>✓ Wallet</td>
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<tr>
<td>✓ Keys</td>
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</table>
When you finish your last test, you will be given a short customer satisfaction survey. After you complete it, inform the staff and receive your score reports.

**Test Content and Sample Questions**
The material that follows is designed to help parts consultants prepare for ASE certification tests.

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

The Task List describes the work activities a parts consultant should be able to perform. This list was developed by working parts consultants from across the country and will provide a valuable checklist telling you what to study for the test.

Note that the number of tasks on the list does not equal the number of questions on the test. Some 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 goal in listing the tasks is to describe accurately what is done on the job, not to match each task to a particular question. In other words, every question will relate to at least one task, but not every task will be covered on the test.

Sample questions follow the Task List. Although these questions will not appear on tests, they are in the same format as actual test questions. Different types of multiple-choice questions are used on the ASE tests. Note the different instructions for some questions.
## Test Specifications and Task List

**General Motors Parts Consultant (Test P4)**

<table>
<thead>
<tr>
<th>Content Area</th>
<th>Questions in Test</th>
<th>Percentage of Test</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. General Operations</td>
<td>9</td>
<td>14%</td>
</tr>
<tr>
<td>B. Communications and Sales Skills</td>
<td>13</td>
<td>20%</td>
</tr>
<tr>
<td>C. GM Vehicle and Component Parts Knowledge</td>
<td>19</td>
<td>29%</td>
</tr>
<tr>
<td>1. Major Parts Groups 0-9—Passenger Cars and Light Trucks (7)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Major Parts Groups 10-15—Passenger Cars, Only (5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Major Parts Group 16-17—Light Trucks, Only (5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Major Parts Group 21—Accessories (2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D. Catalog Skills</td>
<td>14</td>
<td>22%</td>
</tr>
<tr>
<td>E. Inventory Control</td>
<td>10</td>
<td>15%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>65</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### 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 vehicle key code and 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 SDS/MSDS sheet if requested.
13. Identify potential security risks.
14. Identify warranty parts procedures including retention and tagging.
15. Follow customer information privacy policies.
16. Identify and convert units of measure.
B. Communications and Sales Skills (13 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 to the customer non-OEM and remanufactured parts and their warranties.
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; overcome objections.
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 (19 questions)
1. Group 0-9—Passenger Cars and Light Trucks (7 questions)
   1. Identify major parts group.
   2. Identify commonly requested 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 commonly requested 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 commonly requested components.
   3. Identify component function.
   4. Identify related items.
   5. Provide pertinent information.
4. Group 21—Accessories (2 questions)
   1. Identify major parts group.
   2. Identify commonly requested components.
   3. Identify component function.
   4. Identify related items.
   5. Provide pertinent information.

D. Catalog Skills (14 questions)
   1. Use additional factory resources (Parts Workbench, 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. Determine proper resources to identify needed parts.
   8. Obtain and interpret additional vehicle information from customer.
   9. Use additional reference material and information from Parts Workbench such as:
      technical bulletins, interchange list, supplements, service information, 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, core, 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.
1. In which Major Parts Group would a parts consultant find an EGR valve?
   (A) 2
   * (B) 3
   (C) 4
   (D) 5

2. 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

3. 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.

4. 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

5. 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.
6. ParTech is a call center that assists GM dealers with:
   
   (A) warranty questions.
   (B) pricing inquiries.
   * (C) catalog inquiries.
   (D) vehicle conversions.

   *This question contains the word LEAST. Read the question carefully before choosing your answer.*

7. 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
Taking an ASE certification test doesn’t have to be a high-stress challenge. The ASE website contains test preparation and training information tailored to your specific needs. Visit www.ase.com and use the “Test Prep & Training” pull-down on our homepage. We’ve loaded this section of our website with plenty of helpful information to help boost both your knowledge and your confidence—two of your most important tools as a test-taker.

**Official ASE Practice Tests**
The easy way to try your hand at taking ASE-style certification exams, without the stress and high stakes of the real thing.

**Test Taking Tips**
An easy, self-guided introduction to taking your ASE certification test, including examples of the types of questions you’ll see—and proven tips for success.

**Study Guides**
Free, step-by-step guides to help you understand what’s involved in each test—including sample questions and suggestions for further preparation.

**CBT Test-Drive**
Not familiar with ASE’s computer-based tests? This self-paced presentation will show you how they work...so you’ll feel right at home with the new testing format.

**In-service Training Providers**
You can choose from a variety of training programs, both instructor-led and self-directed, that have been evaluated through a quality-assurance process called CASE (Continuing Automotive Service Education) and certified by ASE.

**Community Colleges and Technical Training Schools**
Get instructor-led, hands-on training at schools accredited by the National Automotive Technician Education Foundation.

**ATMC for more training options**
The Automotive Training Managers Council is a professional organization of trainers organized by business type and market sector (OEMs, aftermarket suppliers, assorted vendors, training organizations, etc.)

**Other test prep and training programs**
Many test-takers have used aftermarket test prep and training programs and found them helpful. Please note that ASE has neither reviewed nor approved the content of these programs and providers.