

THE OFFICIAL ASE STUDY GUIDE

ASE Parts Specialist Tests



National Institute for
**AUTOMOTIVE
SERVICE
EXCELLENCE**

ASE PARTS SPECIALIST TESTS

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“Which ASE Parts Specialist Test Should I Take?”

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

The **Medium/Heavy Truck Parts Specialist Test (P1)** is designed to assess a candidate’s knowledge of the skills necessary to work competently as a parts specialist in a wholesale, retail, or fleet environment. This test reflects the wide range of component systems that a 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 **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 very specific working knowledge of the GM Parts, Dealer Parts and Accessories Policies and Procedure Manual and the 19 specific Major Parts Groups.

OVERVIEW

Introduction

The goal 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 three tests with questions on product knowledge, vehicle systems, and communications and sales skills. ASE offers separate tests for automobile and medium/heavy truck parts specialists.

ASE voluntary certification helps parts specialists 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 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 U.S.

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.

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 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 workplace requirement for Parts Specialist certification.

Your test results will be emailed to you immediately following your testing appointment. 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.

OVERVIEW (CONTINUED)

How Long are the Tests?

PARTS SPECIALIST TESTS 2019		Certification Tests		Recertification Tests	
Test	Name	Number of questions*	Testing time	Number of questions	Testing time
P1	M/H Truck Parts Specialist	80*	1½ hrs.	36	45 min.
P2	Automobile Parts Specialist	85*	1½ hrs.	38	45 min.
P4	General Motors Parts Consultant	75*	1½ hrs.	33	45 min.

* ASE certification tests include 10 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 certification test.

Certification credentials are valid for five years. This ensures that certified parts specialists are recognized as being up-to-date in their profession. If it has been almost five years since you passed a Parts Specialist test, it is time to register for the corresponding recertification test. Most recertification tests are about half the length of the regular tests.

Who Writes the Questions?

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 specialist; theoretical knowledge is not covered.

Each question is first drafted in an ASE “item-writing” workshop where representatives from manufacturers (domestic and import), or aftermarket parts and equipment manufacturers, working parts specialists, and vocational educators 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 specialists 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.

OVERVIEW (CONTINUED)

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 specialists 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. This site will provide you with the 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. And as always, if you have questions that **www.ase.com** does not answer, contact our helpful customer service staff at contactus@ase.com or 1-800-390-6789.

OVERVIEW (CONTINUED)

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 “wandering or other security checks.

You will receive scratch paper and pencils. Each test appointment begins with a short tutorial on the operation of the testing platform. You can also preview the system online at www.ase.com/asedemo 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 short break, take it after you have completed a test, when you reach the screen that asks if you are taking additional tests. Do not take a break during your test as the test 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.

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.

Bring--

- ✓ Admission Ticket
- ✓ Current Gov't Issued Photo ID

Leave in locker--

- ✓ Books
- ✓ Calculator
- ✓ Coat
- ✓ Cell Phone
- ✓ Wallet
- ✓ Keys

OVERVIEW (CONTINUED)

Test Content and Sample Questions

The material that follows is designed to help parts specialists 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 specialist should be able to perform. This list was developed by working parts specialists and technical experts 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 MEDIUM/HEAVY TRUCK PARTS SPECIALIST (TEST P1)

Content Area	Questions in Test	Percentage of Test
A. Communications Skills	7	10%
B. Sales Skills	9	13%
C. Vehicle Systems	47	67%
1. Brakes (9)		
2. Electrical Systems (7)		
3. Drive Train (8)		
4. Suspension and Steering (7)		
5. Cab/Sleeper Heating and Air Conditioning (5)		
6. Engines (11)		
D. Inventory Management	7	10%
Total	70	100%

A. Communications Skills (7 questions)

1. Acknowledge and greet customer.
2. Communicate with 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 and external communication network, policies and procedures (including email, e-commerce, and internet).
8. Follow up; keep customer informed on status of request.
9. Balance telephone, counter, and e-commerce customer requests.
10. Project positive attitude and professional appearance.
11. Manage electronic media communications and information resources.

B. Sales Skills (9 questions)

1. Identify part group or subgroup if applicable; identify part number using both electronic and printed information resources.
2. Use additional resources including technical/product bulletins, product support services, and cross references/interchanges.
3. Check inventory; confirm availability of order; outsource parts as needed.
4. Identify and offer related parts sales.
5. Inform customer about parts and service specials.
6. Provide product warranty information.

P1 TASK LIST (CONTINUED)

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.

C. Vehicle Systems (47 questions)

1. Brakes (9 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 and related hardware applications.
5. Inspect and evaluate brake shoe core condition.
6. Identify brake chamber type.
7. Identify brake components on air and hydraulic systems.
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 S-cam type, size, and location.
16. Identify and offer related parts sales.
17. Be aware of relevant government regulations.
18. Identify ABS components.

2. Electrical Systems (7 questions)

1. Understand electrical systems basic operation and function.
2. Identify alternator make, model number, amperage, and application.
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, 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.
8. Identify and offer related parts sales.
9. Be aware of relevant government regulations.

3. Drive Train (8 questions)

1. Identify drive train system components; understand basic operation and function.
2. Identify clutch type, size, manufacturer, and vehicle application.
3. Identify clutch control linkage and components.
4. Identify transmission model number, serial number, speeds, and manufacturer.
5. Identify PTO drive type, size, and manufacturer as applicable.
6. Identify required fluid, type, and capacity.

P1 TASK LIST (CONTINUED)

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. Identify and offer related parts sales.
12. Be aware of relevant government regulations.

4. Suspension and Steering (7 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 type, manufacturer, model, and components of front and/or rear suspensions for both air and spring systems.
5. Identify rim/wheel manufacturer, type, and size.
6. Identify and offer related parts sales.
7. Be aware of relevant government regulations.

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

1. Understand heating and A/C system basic operation and function.
2. Identify A/C system and refrigerant type.
3. Identify A/C compressor type and manufacturer.
4. Determine proper receiver/dryer (accumulator), A/C lines, and fittings.
5. Identify type and manufacturer of heating and A/C components and controls.
6. Identify and offer related parts sales.
7. Be aware of relevant government regulations.

6. Engines (11 questions)

1. Understand basic engine operation and function.
2. Determine engine make, model, and serial number.
3. Identify standard or oversize components where applicable.
4. Understand fuel system basic operation and function.
5. Identify fuel system type, components, filters, and controls.
6. Understand cooling system basic operation and function.
7. Identify cooling system components, controls, fluids, and related items.
8. Identify type and operation of fan clutch and controls.
9. Recommend the proper application of antifreeze/coolant, conditioners, additives, and pre-charged elements.
10. Understand lubrication system basic operation and function.
11. Identify lubrication system components, filter, and lubricant types.
12. Understand air induction, exhaust, and emission control system basic operation and function.
13. Identify turbocharger/supercharger manufacturer, model, and type.
14. Identify air induction/filtration, exhaust, and emission control system components.
15. Identify engine/exhaust braking system and components.
16. Identify and offer related parts sales.
17. Be aware of relevant government regulations.

P1 TASK LIST (CONTINUED)

D. Inventory Management (7 questions)

1. Report lost sales.
2. Verify accuracy of incoming and outgoing orders.
3. Know the reasons for performing a physical inventory.
4. Identify the cause of, and report inventory discrepancies.
5. Process special orders.
6. Perform proper core handling (i.e., accepting or declining cores, storage, and return).
7. Process warranty returns.
8. Determine proper selling unit (each, pair, case, etc.) increment.
9. Process broken kits; exchange parts, returned items, and store/shop-use items.
10. Maintain a safe and organized parts department.
11. Understand the concepts of inventory turnover, stock rotation, and stocking levels. ■

SAMPLE QUESTIONS

MEDIUM/HEAVY TRUCK PARTS

SPECIALIST (TEST P1)

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.

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

2. All of 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.

P1 SAMPLE QUESTIONS (CONTINUED)

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 Transmission/Transaxle (2)		
9. Drive Train Components (2)		
10. Brakes (3)		
11. Suspension, Steering, and Wheels (3)		
12. Heating, Ventilation, 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. Catalog and Information Systems Skills	6	8%
F. Inventory Management	3	4%
G. Merchandising	2	3%
Total	75	100%

A. General Operations (10 questions)

1. Calculate discounts, selling prices, and percentages.
2. Determine the need for special orders and/or 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 including cash, checks, credit/debit/gift cards, e-commerce, and electronic payments.
7. Perform sales and credit invoicing including retail, wholesale, and online transactions.
8. Interact with management and fellow employees.
9. Know the value of housekeeping skills (facility, work stations, and backroom).

P2 TASK LIST (CONTINUED)

10. Assist with employee and customer training.
11. Identify potential safety risks; demonstrate proper safety practices.
12. Identify regulated and/or hazardous materials; know proper handling and labeling type. Be familiar with the type of information provided on the SDS (formerly MSDS).
13. Identify potential security and fraud risks.
14. Identify and interpret parts industry terminology, including acronyms and alternative names.
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, warranty, and return policy.
4. Handle the return of products; determine the differences among new, core, warranty, labor claim, and customer satisfaction returns.
5. Acknowledge/greet customer.
6. Demonstrate proper telephone etiquette and sales skills.
7. Obtain pertinent product application information.
8. Present a knowledgeable and professional business image.
9. Recognize the importance of selling related items.
10. Identify product features and benefits.
11. Handle sales objections.
12. Balance telephone and in store customers.
13. Promote store services and features.
14. Promote premium and feature products.
15. Address customer concerns.
16. Close the sale.
17. Create an environment that encourages repeat customers.

C. Vehicle Systems Knowledge (40 questions)

1. Engine Mechanical Parts (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

2. Cooling Systems (2 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

3. Fuel Systems (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

P2 TASK LIST (CONTINUED)

4. Ignition Systems (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

5. Exhaust Systems (2 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

6. Emissions Control Systems (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

7. Manual Transmission/Transaxle (2 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify basic related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

8. Automatic Transmission/Transaxle (2 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

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

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

10. Brakes (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

11. Suspension, Steering and Wheels (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

P2 TASK LIST (CONTINUED)

12. Heating, Ventilation, and Air Conditioning (HVAC) (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

13. Electrical/Electronic Systems (3 questions)

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.

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

1. Identify major components.
2. Identify component function and common reasons for replacement.
3. Identify related items, including fluids and service chemicals.
4. Provide basic use, maintenance, installation, and warranty information.
5. Conduct basic battery tests.

15. Miscellaneous (3 questions)

1. Identify fastener thread types (SAE, USS, and metric).
2. Identify fastener diameter, thread pitch, and length.
3. Identify fastener type.
4. Identify fastener grade.
5. Identify fitting type.
6. Identify fitting sizes.
7. Identify basic body repair and refinishing materials and supplies.
8. Identify hose and tubing types, proper application, and usage.
9. Determine hose and tubing size.
10. Recommend proper application and usage of chemicals and appearance products.
11. Recommend proper application and usage of vision and safety products.
12. Identify and measure 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 and vehicle-specific build options.
4. Identify body styles and chassis configurations.
5. Utilize additional reference material for interpreting component information.
6. Locate paint code(s).

E. Catalog and Information Systems Skills (6 questions)

1. Determine proper resource to 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, internet sites, technical support centers, etc.).
4. Identify the terminology and abbreviations used in resources.
5. Perform catalog and information system maintenance.

P2 TASK LIST (CONTINUED)

F. Inventory Management (3 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 quantity for ordering and selling (each, pair, case, etc.).
10. Handle return of broken kits, special order parts, and exchange parts.
11. Account for store-use items.
12. Understand the concept of inventory turnover and the reasons for stock levels.

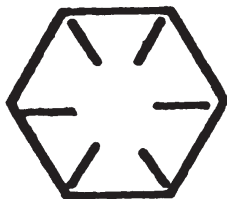
G. Merchandising (2 questions)

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

SAMPLE QUESTIONS

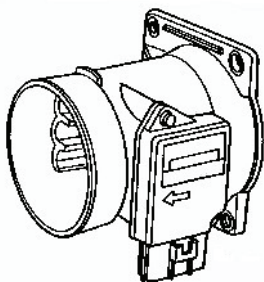
AUTOMOBILE PARTS SPECIALIST (TEST P2)

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 bolt head shown indicates that the bolt is:
 - (A) not graded.
 - (B) a grade 5.
 - (C) a grade 6.
 - * (D) a grade 8.
3. 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
4. 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

P2 SAMPLE QUESTIONS (CONTINUED)



5. The component in the illustration is a:
- * (A) mass air flow (MAF) sensor.
 - (B) manifold absolute pressure (MAP) sensor.
 - (C) fuel rail pressure (FRP) sensor.
 - (D) throttle position (TP) sensor.
6. 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
7. 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 GENERAL MOTORS PARTS CONSULTANT (TEST P4)

Content Area	Questions in Test	Percentage of Test
A. General Operations	9	14%
B. Communications and Sales Skills	13	20%
C. GM Vehicle and Component Parts Knowledge	19	29%
1. Major Parts Groups 0-9 - Passenger Cars and Light Trucks (7)		
2. Major Parts Groups 10-15 - Passenger Cars Only (5)		
3. Major Parts Groups 16-17 - Light Trucks Only (5)		
4. Major Parts Groups 18 - General Information and 21 - Accessories (2)		
D. Catalog Skills	14	22%
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 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 MSDS/ SDS 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; 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 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. Distinguish between product features and benefits.
 18. Close the sale and thank the customer.
 19. Determine proper customer pricing structure (wholesale, retail, and warranty).
 20. Monitor customer orders through online ordering platforms and email.

C. GM Vehicle and Component Parts Knowledge (19 questions)

1. Major Parts Groups 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. Major Parts Groups 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. Major Parts Groups 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. Major Parts Groups 19 - General Information and 21 - Accessories (2 questions)

1. Identify major parts group.
2. Identify commonly requested components.
3. Identify component function.
4. Identify related item
5. Provide pertinent information.
6. Determine maintenance parts/fluids, capacities, electrical connectors, and VI numbering system.

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 resource to identify needed part(s).
8. Obtain and interpret additional vehicle information from customer.
9. Use additional reference material and information from Parts Workbench such as: engineering notes, technical bulletins, part number history, supplements, casting number conversion, and service information.
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 re-bill.
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 physical and perpetual inventory.
13. Follow special order procedures; identify Service Lane Parts (SLP); determine the urgency for the part.
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)

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 EXCEPT. Read the question carefully before choosing your answer.

7. A customer is purchasing ignition parts for a vehicle equipped with a distributorless ignition system. Any of these could also be needed EXCEPT:

- * (A) a rotor.
- (B) spark plugs.
- (C) ignition wires.
- (D) an ignition coil.

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