Chapter 1

ASE-STYLE REVIEW QUESTIONS

1. The collision repair industry does what volume of business per year?
   1. $1 million
   2. $10 million
   3. $1 billion
   4. $10 billion
2. Technician A says that when two cars hit head-on at 50 mph, it is like hitting a brick wall at 100 mph. Technician B disagrees and says that it is like hitting a brick wall at only 50 mph. Who is correct?
   1. Technician A
   2. Technician B
   3. Both A and B
   4. Neither A nor B
3. An independent body shop is owned by an individual and does not have ties to a major auto manufacturer. True or false?
   1. true
   2. false
4. What task involves analyzing damage and calculating how much it will cost to repair the vehicle?
   1. Repair
   2. Estimating
   3. Calculating
   4. Measuring
5. Technician A says that a collision can be severe enough to cause a total loss. Technician B says that the repairs would be more expensive than buying another car. Who is correct?
   1. Technician A
   2. Technician B
   3. Both A and B
   4. Neither A nor B
6. Body shop repairs are carried out according to the instructions on which form?
   1. Repair order
   2. Estimate
   3. Quote
   4. Data sheet
7. Technician A says that a damaged vehicle does not have to be cleaned before starting repairs. Technician B says that wash-up will remove mud, dirt, wax, and water-soluble contaminants that could affect the paint job. Who is correct?
   1. Technician A
   2. Technician B
   3. Both A and B
   4. Neither A nor B
8. Technician A says that vehicle measurement is done to determine the extent of major damage. Technician B says that it is also done to determine the direction of damage. Who is correct?
   1. Technician A
   2. Technician B
   3. Both A and B
   4. Neither A nor B
9. Technician A says that various types of gauges and measuring devices can be used to measure vehicle damage. Technician B says that you can compare known good body specifications (normal measurements from an undamaged vehicle) with the actual body measurements on the damaged vehicle. Who is correct?
   1. Technician A
   2. Technician B
   3. Both A and B
   4. Neither A nor B
10. Technician A says that a frame rack can be used to do a wheel alignment. Technician B says that a frame rack uses mechanical power to pull or force the frame or body back into its original position. Who is correct?
    1. Technician A
    2. Technician B
    3. Both A and B
    4. Neither A nor B
11. Technician A says that panel replacement involves removing a panel or body part that is too badly damaged to be fixed. The new part would have to be bolted or welded in place on the vehicle. This takes considerable skill. Technician B says that structural panel replacement involves welding a new panel in place of the old, damaged one. Who is correct?
    1. Technician A
    2. Technician B
    3. Both A and B
    4. Neither A nor B
12. Technician A says that panel straightening involves using various hand tools and equipment to force the panel back into its original shape. Technician B says that body hammers, body filler, and sanders are a few of the tools and materials used to fix panel damage. Who is correct?
    1. Technician A
    2. Technician B
    3. Both A and B
    4. Neither A nor B

ESSAY QUESTIONS

1. What happens to a vehicle during a collision?
2. Explain the difference between a door ding and a total loss.
3. What is estimating?
4. Describe the differences between panel straightening and panel replacement.
5. Define the term collision.
6. Name two contaminants that must be cleaned off before starting body work.

Why is estimating the cost of a repair such a important step to consider for a body shop?

CRITICAL THINKING PROBLEM

1. How would you determine whether a car is a total loss?
2. Write the 14 steps of a basic repair sequence so you can memorize what is done when a vehicle enters a body shop.