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Practice Questions

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1. A vehicle has a small crack at the edge of the windshield. Technician A says this crack can be repaired with a special resin. Technician B says any crack in the driver's primary viewing area should result in windshield replacement. Who is right?

- A. A only
- B. B only
- C. Neither A nor B
- D. Both A and B

2. What must be done before removing an electrically heated rear window?

- A. Cover the window with masking tape
- B. Remove all interior trim panels
- C. Disconnect the electrical connections
- D. Apply heat to the adhesive

3. When installing a new door window, technician A says to check for proper window track alignment. Technician B says to adjust the window stop to prevent the window from going too high. Who is right?

- A. Neither A nor B
- B. Both A and B
- C. A only
- D. B only

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4. A vehicle's power window operates slowly and makes a grinding noise when closing. The most likely cause is:

- A. Damaged window regulator
- B. Low battery voltage
- C. Failed window motor
- D. Misaligned window glass



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5. During windshield replacement, what is the purpose of applying primer to the pinchweld?

- A. To reduce wind noise
- B. To prevent water leaks
- C. To create a cushion for the glass
- D. To promote adhesion and provide UV protection

6. After replacing a windshield with ADAS features, what should be performed before returning the vehicle to the customer?

- A. Wiper blade replacement only
- B. Washer fluid refill only
- C. ADAS system calibration
- D. Interior trim replacement only

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7. A customer complains of water leaking into the vehicle after a windshield replacement. Technician A says to check the urethane seal. Technician B says to check the cowl panel installation. Who is right?

- A. Neither A nor B
- B. Both A and B
- C. A only
- D. B only

8. A customer complains of wind noise around the driver's door at highway speeds. The LEAST likely cause would be:

- A. Damaged door latch
- B. Worn weather stripping
- C. Misaligned door glass
- D. Improperly adjusted door

9. When replacing stationary quarter glass, what is the correct sequence for installation?

- A. Apply urethane, install glass, apply primer, clean excess
- B. Install glass, inject urethane, apply primer, secure with tape
- C. Apply primer, clean pinchweld, install glass, apply urethane
- D. Clean pinchweld, apply primer, apply urethane, install glass



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10. What should be checked when diagnosing a power window that will not operate in either direction?

- A. Window gasket condition
- B. Window glass thickness
- C. Window fuse
- D. Window tint thickness

11. Technician A says that laminated glass will stay intact when broken. Technician B says that tempered glass will shatter into small pieces when broken. Who is right?

- A. Neither A nor B
- B. Both A and B
- C. A only
- D. B only

12. A customer complains that the power sunroof makes a grinding noise when opening. The most likely cause is:

- A. Worn sunroof motor gear
- B. Incorrect sunroof glass installation
- C. Normal operation
- D. Excessive urethane adhesive

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13. When adjusting door window glass height, what should be checked to ensure proper operation?

- A. Glass color match
- B. Door handle tension
- C. Window tint darkness
- D. Alignment with the upper weatherstrip



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14. A vehicle's convertible top does not close completely on the passenger side. The MOST likely cause is:

- A. Broken door glass
- B. Failed power window motor
- C. Misaligned top frame components
- D. Low hydraulic fluid

15. What should be done FIRST when preparing to remove a door window regulator?

- A. Remove the window glass
- B. Disconnect the power to the window
- C. Remove the door panel
- D. Lower the window completely

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16. When checking a window regulator run channel, what condition would require replacement?

- A. Excessive wear
- B. Normal lubrication
- C. Black color appearance
- D. Rubber composition

17. After windshield replacement, how long should a vehicle remain undisturbed to allow proper curing of the urethane adhesive?

- A. 10-15 minutes
- B. 5-10 days
- C. 24-48 hours in all cases
- D. 1-2 hours minimum

18. Before beginning repair work on a vehicle with side curtain airbags, a technician should:

- A. Connect a memory saver to maintain system data
- B. Cover the airbags with protective barriers
- C. Disconnect the battery and wait the manufacturer-specified time
- D. Deploy the airbags to eliminate risk



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19. When reviewing a damage report for front-end collision repair, what should a technician check first?

- A. Vehicle warranty status
- B. Safety systems and potential hazards
- C. Cost of replacement parts
- D. Paint code information

20. Technician A says that high voltage components in hybrid vehicles should be identified before beginning repairs. Technician B says that orange cables in hybrid vehicles indicate standard 12-volt systems. Who is right?

- A. A only
- B. B only
- C. Both A and B
- D. Neither A nor B

21. When preparing to repair a vehicle with Advanced Driver Assistance Systems (ADAS), a technician should:

- A. Permanently disable all sensors
- B. Ignore calibration until painting is complete
- C. Replace all ADAS components with new ones
- D. Document existing calibration settings

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22. After a vehicle has been in a collision, scanning for diagnostic trouble codes should be performed:

- A. Only if warning lights are illuminated
- B. Only if the vehicle doesn't start
- C. Both before and after repairs
- D. Only after repairs



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23. When preparing to remove surface contaminants before body repair, which product should NOT be used on aluminum panels?

- A. Isopropyl alcohol
- B. Steel wool
- C. Plastic abrasive pads
- D. Aluminum-specific cleaner

24. Technician A says that undocumented previous repairs should be noted in the current repair documentation. Technician B says that verifying prior repairs is only necessary for warranty work. Who is right?

- A. A only
- B. B only
- C. Both A and B
- D. Neither A nor B

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25. The most appropriate position for a vehicle on a frame rack during preparation for structural repairs is:

- A. Tilted 45 degrees to one side
- B. As low as possible to the ground
- C. Angled with the front higher than the rear
- D. Raised to a comfortable working height

26. Before removing a damaged door, what should be done first?

- A. Break the window glass
- B. Apply penetrating oil to hinges
- C. Disconnect power and electrical connections
- D. Remove the interior door panel

27. When storing a removed bumper cover that will be reinstalled later, the technician should:

- A. Place it outside in the sun to maintain flexibility
- B. Place it in a clean area away from foot traffic
- C. Stack it with other removed parts
- D. Leave it leaning against the vehicle



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28. Which of the following is the correct first step in preparing to repair a vehicle with collision damage?

- A. Review the damage report and create a repair plan
- B. Order all potentially needed parts
- C. Begin disassembling damaged areas
- D. Take the vehicle for a test drive

29. When a vehicle with ADAS (Advanced Driver Assistance Systems) needs repair, which system requires special attention during preparation?

- A. Cabin air filter
- B. Engine control module
- C. Climate control system
- D. Forward-facing camera system

30. Technician A says that cleaning adhesive residue from a surface can be done with a plastic scraper. Technician B says that a metal scraper works best on all surfaces. Who is right?

- A. Both A and B
- B. Neither A nor B
- C. A only
- D. B only



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Answer Key & Explanations

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1. D — Both A and B

A crack at the edge of the windshield (outside the primary viewing area) can often be repaired with a special resin. However, cracks in the driver's primary viewing area typically require windshield replacement for safety reasons.

2. C — Disconnect the electrical connections

Disconnecting electrical connections is essential before removing a heated rear window to prevent damage to the electrical heating elements and wiring.

3. B — Both A and B

Both technicians are correct. Window track alignment ensures smooth operation, while proper adjustment of window stops prevents the window from being raised too high, which could damage the glass or mechanism.

4. A — Damaged window regulator

A damaged regulator is the most likely cause of a window that operates slowly and makes grinding noises, as the mechanical components that raise and lower the glass are worn or damaged.

5. D — To promote adhesion and provide UV protection

Primer is applied to the pinchweld to promote adhesion between the urethane adhesive and the vehicle body, and to provide UV protection to prevent degradation of the adhesive bond.

6. C — ADAS system calibration

After replacing a windshield with ADAS (Advanced Driver Assistance Systems) features, system calibration must be performed to ensure proper operation of safety systems like forward collision warning or lane departure warning.

7. B — Both A and B

Both locations could be sources of water leaks. The urethane seal around the windshield and improper cowl panel installation are common causes of water intrusion after windshield replacement.

8. A — Damaged door latch

A damaged door latch would typically cause issues with door operation and security, but would not be a primary cause of wind noise, which is more commonly related to weather stripping, window alignment, or door fit.

9. D — Clean pinchweld, apply primer, apply urethane, install glass

The proper sequence is to clean and prepare the pinchweld, apply primer, apply urethane adhesive, then position and secure the glass. This ensures proper adhesion and prevents leaks.

10. C — Window fuse

When a power window fails to operate in either direction, checking the fuse is the logical first step before investigating other components like the switch, motor, or wiring.



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11. B — Both A and B

Both statements are correct. Laminated glass has a plastic layer between glass layers that holds fragments together when broken, while tempered glass is designed to break into small, less dangerous pieces when shattered.

12. A — Worn sunroof motor gear

A worn or damaged sunroof motor gear is the most likely cause of grinding noises during sunroof operation, as the gear teeth may be stripped or damaged.

13. D — Alignment with the upper weatherstrip

Checking that the window glass aligns with the upper weatherstrip is crucial for proper sealing, which prevents water leaks and wind noise while ensuring proper window operation.

14. C — Misaligned top frame components

Misaligned convertible top frame components are the most likely cause of uneven closing, as they control the movement and final position of the top when closed.

15. B — Disconnect the power to the window

The power should be disconnected first to prevent accidental operation of the window while working on the regulator, which could cause injury or damage to components.

16. A — Excessive wear

Excessive wear in the run channel would prevent smooth window operation and could cause binding or damage to the glass, making replacement necessary.

17. D — 1-2 hours minimum

Most manufacturers specify a minimum safe drive-away time of 1-2 hours after windshield installation to allow the urethane adhesive to develop sufficient strength to hold the glass securely.

18. C — Disconnect the battery and wait the manufacturer-specified time

Following proper safety procedures requires disconnecting the battery and waiting the manufacturer-specified time before working on a vehicle with airbags to prevent accidental deployment.

19. B — Safety systems and potential hazards

Safety systems and potential hazards should be the first items checked when reviewing a damage report to ensure technician safety throughout the repair process.

20. A — A only

Technician A is correct that high voltage components must be identified before repairs for safety. Technician B is incorrect because orange cables in hybrid vehicles indicate high voltage, not standard 12-volt systems.

21. D — Document existing calibration settings

Documenting the existing calibration settings before beginning repairs is essential to ensure proper restoration of ADAS systems after repair work is completed.

22. C — Both before and after repairs

Scanning for diagnostic trouble codes should be performed both before and after repairs to identify all issues and verify they've been resolved.



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23. B — Steel wool

Steel wool should not be used on aluminum panels as it can cause galvanic corrosion when steel particles embed in the aluminum.

24. A — A only

Technician A is correct that undocumented previous repairs should always be noted in current repair documentation. Technician B is incorrect because verifying prior repairs is important for all repairs, not just warranty work.

25. D — Raised to a comfortable working height

Raising the vehicle to a comfortable working height is the most appropriate position for preparation because it allows proper visibility and access to damaged areas while maintaining worker ergonomics.

26. C — Disconnect power and electrical connections

Before removing a damaged door, the power and electrical connections should be disconnected first to prevent damage to wiring and electrical components.

27. B — Place it in a clean area away from foot traffic

When storing a removed bumper cover for later reinstallation, it should be placed in a clean area away from foot traffic to prevent additional damage or contamination.

28. A — Review the damage report and create a repair plan

Reviewing the damage report and creating a repair plan is the correct first step because it establishes what needs to be done before beginning any physical work.

29. D — Forward-facing camera system

The forward-facing camera system requires special attention during preparation because it often needs precise calibration after repairs to ensure proper operation of many ADAS functions.

30. C — A only

Technician A is correct because plastic scrapers safely remove adhesive without damaging surfaces. Technician B is incorrect because metal scrapers can damage painted surfaces and should not be used on all surfaces.



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