

# Automobile Service Consultant (C1) Test



National Institute for  
**AUTOMOTIVE  
SERVICE  
EXCELLENCE**

# ASE AUTOMOBILE SERVICE CONSULTANT (C1) TEST

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# INTRODUCTION

Use this *Official ASE Study Guide* to prepare for the ASE Automobile Service Consultant (C1) test. This document contains general information, the Test Specification, the Task List, sample questions, and test preparation resources for this ASE test.

The Test Specification in this study guide is determined by working professionals and technical experts, and lists the main content covered by the test and the number of test questions devoted to each topic.

The Task List for this test is developed by working professionals and technical experts, and it spells out the technical knowledge and skills required for success on this test. The Task List provides a valuable checklist of what you should know. Every question on the test represents one or more of these tasks, although some tasks may not appear on the version of the test that you see. To improve chances of success, use the Task List to identify weak areas and to select learning resources.

The sample questions show the several types of multiple-choice question formats used on an actual ASE test. Some questions have special instructions; those same instructions will appear with similar questions on the ASE tests. If you are a native Spanish speaker, be aware that all ASE tests have a pop-up English-to-Spanish glossary.

ASE certification requires successful completion of the test and documentation of relevant work experience. Appropriate vocational training may count toward the work experience requirement. Visit [workexp.ase.com/FormInstr.aspx](http://workexp.ase.com/FormInstr.aspx) for more details.

**For more information about ASE tests in general and the ASE Certification process, download *ASE Certification: Need to Know* at [www.ase.com/ase-study-guides](http://www.ase.com/ase-study-guides).**

## How Long are the Tests?

| Automobile Service Consultant Tests |   | Number of Questions  | Testing Time |
|-------------------------------------|---|----------------------|--------------|
| C1                                  | Automobile Service Consultant                 | 60 total/50 scored * | 75 mins      |
| C1R                                 | Automobile Service Consultant Recertification | 25                   | 30 mins      |

\* To gather the performance statistics required for use in the scored section of future tests, each ASE CERTIFICATION test contains 10 questions that are not counted for score. Since you don't know which questions these are, you need to answer every question. You must have passed the CERTIFICATION test once to be eligible for the shorter RECERTIFICATION test.

# TEST SPECIFICATIONS AND TASK LIST SERVICE CONSULTANT (TEST C1)

|    | Content Area      | Questions<br>in Test | Percentage<br>of Test |
|----|-------------------|----------------------|-----------------------|
| A. | Communications    | 23                   | 46%                   |
| B. | Product Knowledge | 18                   | 36%                   |
| C. | Shop Operations   | 9                    | 18%                   |
|    | <b>Total</b>      | <b>50</b>            | <b>100%</b>           |

## A. Communications (23 questions)

### ► Customer Relations

1. Demonstrate professional communication skills.
2. Obtain, confirm, and document pertinent vehicle/customer contact information.
3. Discuss and document concern/request with customer.
4. Demonstrate professional greeting skills/acknowledgement.
5. Discuss alternative transportation options.
6. Promote procedures, benefits, and capabilities of service facility.
7. Review vehicle service history.
8. Identify and communicate recommended service and maintenance needs.
9. Establish vehicle status/completion expectations.
10. Confirm accuracy of the repair order and obtain repair/service authorization.
11. Identify customer type (first time, warranty, repeat repair, fleet, etc.) and source of payment as necessary.
12. Present professional image.
13. Perform customer follow-up.
14. Confirm invoice accuracy, explain invoice details (work performed, declined/deferred work, warranties, etc.).
15. Handle customer complaints.
16. Perform and document vehicle condition check at drop-off.

### ► Sales Skills

17. Provide and explain inspection results and estimates.
18. Prioritize and present vehicle needs and/or service recommendations.
19. Address original concerns with customer.
20. Communicate the value of related and additional services.
21. Communicate product/service features and benefits.
22. Overcome objections/finalize sale.

## B. Product Knowledge (18 questions)

### ► Vehicle Systems (Engine, Drivetrain, Chassis, Body Including Hybrid and Electric Vehicles)

1. Identify major components and location.
2. Identify the basic function of major components.
3. Identify related items

# C1 TASK LIST (CONTINUED)

## ► Services/Maintenance Intervals

4. Understand the elements of a maintenance procedure.
5. Identify component function. Identify and communicate related maintenance, reset, and follow-up procedures.
6. Locate and interpret maintenance schedule information.

## ► Warranty, Service Contracts, Service Bulletins, and Campaigns/Recalls

7. Demonstrate knowledge of warranty policies, procedures, and parameters.
8. Locate and use reference information for warranties, service contracts, service bulletins, and campaigns/recalls.
9. Demonstrate general knowledge of service contracts, technical service bulletins, and campaigns/recalls.
10. Determine the application of warranty, service contracts, and campaigns/recalls.

## ► Vehicle Identification

11. Locate and utilize vehicle ID number (VIN).
12. Locate production date and model year information.
13. Locate and utilize component identification data.
14. Identify body styles.

## C. Shop Operations (9 questions)

1. Manage workflow.
2. Demonstrate knowledge of sublet procedures.
3. Maintain customer appointment system.
4. Address repeat repairs/comebacks.
5. Manage vehicles dropped off/picked up after hours.
6. Effectively communicate customer service concern/request to appropriate staff.
7. Understand the technician's diagnosis and service recommendations.
8. Verify availability of parts.
9. Establish completion expectations.
10. Monitor repair/service progress.
11. Document information about recommended services performed or declined.
12. Communicate about shop production/efficiency and repair/service quality.
13. Maintain open lines of communication within the organization. □

# SAMPLE QUESTIONS

## AUTOMOBILE SERVICE CONSULTANT (TEST C1)

1. A customer is concerned about brake noise on their vehicle. The service consultant should:
  - (A) ask the customer to imitate the noise.
  - (B) give the customer an average price for a brake job.
  - (C) explain that brake noise is common on all vehicles.
  - \* (D) explain that a technician will need to evaluate the vehicle.
  
2. A customer comes in for a 30,000 mile service. While completing the service, the technician notes that the vehicle will soon need the front brake pads replaced. Which of these is the best way to address this need with the customer?
  - (A) Note the technician's comments on the customer's repair order.
  - (B) Input the technician's comments in the database for review at the next service.
  - \* (C) Call the customer and offer to complete the repair explaining why it is needed.
  - (D) Address the need when the customer arrives to pick up their vehicle.
  
3. The service consultant is talking to a customer on the telephone when another customer comes to the service desk. How should the service consultant proceed?
  - (A) Acknowledge the new customer after finishing the phone call.
  - \* (B) Acknowledge the new customer while continuing the phone call.
  - (C) Ask the customer to call back later.
  - (D) Put the caller on hold and help the new customer.
  
4. Which of these should a service consultant do when a customer objects to a recommended service or repair?
  - \* (A) Ask additional questions to determine the cause of their objection.
  - (B) Discount the repair to satisfy the customer.
  - (C) Offer less expensive parts to reduce the cost.
  - (D) Offer to review how the technician diagnosed the vehicle.
  
5. Which of these functions is performed by the engine timing belt?
  - (A) It connects the pistons to the crankshaft.
  - (B) It can be used to adjust spark timing.
  - \* (C) It drives the camshaft.
  - (D) It controls engine rpm.

## C1 SAMPLE QUESTIONS (CONTINUED)

|   | Inspection Results                              | Recommendations                       |
|---|---|---------------------------------------|
| 1 | Engine oil and filter due based upon sticker    | Change oil and filter                 |
| 2 | Engine air filter is clean - changed last visit | No action needed                      |
| 3 | Cabin air filter is clean - changed last visit  | No action needed                      |
| 4 | Engine coolant tested poor                      | Perform engine cooling system service |
| 5 | Transmission oil cooler lines are rusty         | Replace transmission oil cooler lines |
| 6 | Front brake pad lining at 1 mm, rotors worn     | Replace front brake pads and rotors   |
| 7 | Rear brake pad lining at 9 mm, rotors good      | No action needed                      |
| 8 | Tire tread for all tires at 5/32"               | Replace all four tires                |
| 9 | Exterior Lighting - all are operating properly  | No action needed                      |

6. Based on the results of the pre-trip full vehicle inspection shown, which of these is the best order to prioritize the recommendations for the customer?
- (A) 1, 8, 5, 4, and 6
  - \* (B) 6, 5, 1, 4, and 8
  - (C) 5, 4, 8, 6, and 1
  - (D) 8, 4, 1, 5, and 6
7. Which of these represents a sublet procedure?
- (A) On-car brake rotor machining
  - (B) Sending the customer to a glass specialist
  - (C) Installing a remanufactured transmission
  - \* (D) Sending a flywheel to be resurfaced

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

8. Information about the vehicle's tires can be found in any of these locations EXCEPT the:
- (A) vehicle owner's manual.
  - (B) information placard on the door/door jamb.
  - \* (C) emission label in the engine compartment.
  - (D) manufacturer's electronic service information.

# TEST PREP & TRAINING RESOURCES

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](http://www.ase.com) and use the "Test Prep & Training" tab. We've loaded this section of our website with plenty of information to help boost both your knowledge and your confidence—two of your most important tools as a test-taker.

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## 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. [www.ase.com/official-ase-practice-test-program](http://www.ase.com/official-ase-practice-test-program)

## 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. [www.ase.com/ase-study-guides](http://www.ase.com/ase-study-guides)

## ASE Testing Demo

Are you new to ASE testing or has it been a few years? The demonstration at [www.ase.com/free-test-drive](http://www.ase.com/free-test-drive) will show you how the test platform works, so you'll feel right at home with the testing format.

## Community Colleges and Technical Training Schools

Get instructor-led, hands-on training at schools accredited by the ASE Education Foundation. [www.aseeducationfoundation.org/find-a-program](http://www.aseeducationfoundation.org/find-a-program)

## ATMC for more training options

The ASE Training Managers Council is a professional organization of individuals responsible for the development and delivery of training in the auto and truck industries. The ATMC administers the ASE Accredited Training Provider of Continuing Automotive Service Education program. A list of ASE accredited training providers can be found at [www.atmc.org](http://www.atmc.org).

## 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.