ASE Parts Specialist Tests

National Institute for
AUTOMOTIVE
SERVICE
EXCELLENCE

ASE Parts Specialist Tests

Contents

"Which ASE Parts Specialist Test Should I Take?"

The ASE Parts Specialists Tests are designed to address different segments of this diverse business so that candidates can choose the test closely related to the work they do.

The **Medium/Heavy Truck Parts Specialist (P1) Test** 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 (P2) Test** was developed in cooperation with the aftermarket wholesale and retail automobile parts industry to assess 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.

Introduction

Use this *Official ASE Study Guide* to prepare for the ASE Certification tests in the Parts Specialist series. This document contains general information, Test Specifications, Task Lists, sample questions, and test preparation resources for these ASE tests.

The following tests are covered by this guide:

· Med/Hvy Truck Parts Specialist (P1)

· Automobile Parts Specialist (P2)

The Test Specifications in this study guide are developed by working professionals and technical experts and list the main content covered by the test and the number of test questions devoted to each topic.

The Task Lists are developed by working professionals and technical experts, and they spell out the technical knowledge and skills required for success on the tests. 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 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.

How Long are the Tests?

Parts Specialist Tests		Certification Tests		Recertification Tests	
	Name	**Number of questions**	**Testing time**	**Number of questions**	**Testing time**
P1	Med/Hvy Truck Parts Specialist	80 total/70 scored *	90 mins	36	45 mins
P2	Automobile Parts Specialist	85 total/75 scored *	90 mins	38	45 mins

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

Test Specifications and Task List
Medium/Heavy Truck Parts Specialist (Test P1)

	Content Area	Questions in Test	Percentage of Test
A.	Communication 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.
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.

P1 Task List (continued)

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.
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.

P1 Task List (continued)

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.

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 the 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.

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

P1 Sample Questions (continued)

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 (Internal Combustion Engines) (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 Skill	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. Understand the need and procedure for special orders and/or handling charges.
3. Identify and convert units of measure.
4. Determine alpha, numeric, and alphanumeric sequences.
5. Determine sizes using precision measuring tools and equipment.
6. Perform 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 coworkers.

P2 Task List (continued)

9. Know the value of housekeeping skills (facility, work stations, and backroom).
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. 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 phone communication 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 phone, e-commerce 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.
18. Acknowledge and process e-commerce requests as required.

C. Vehicle Systems Knowledge (40 questions)

1. Engine Mechanical Parts (Internal Combustion Engines) (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.

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.

P2 Task List (continued)

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.

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.

P2 Task List (continued)

14. Battery, Charging, and Starting Systems (includes electric and hybrid electric vehicles) (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 and recommend basic body repair and refinishing materials, parts, and supplies.
8. Identify and recommend 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.

F. Inventory Management (3 questions)

1. Report lost sales.
2. Verify incoming and outgoing merchandise.
3. Understand the reasons for performing a physical inventory.
4. Identify the cause of and report inventory discrepancies.
5. Understand 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, labeling/tagging, and return).
8. Manage documentation and processing of warranty and new returns.
9. Determine proper quantity for ordering or 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.

P2 Task List (continued)

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 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 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.

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

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

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 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.

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.

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.