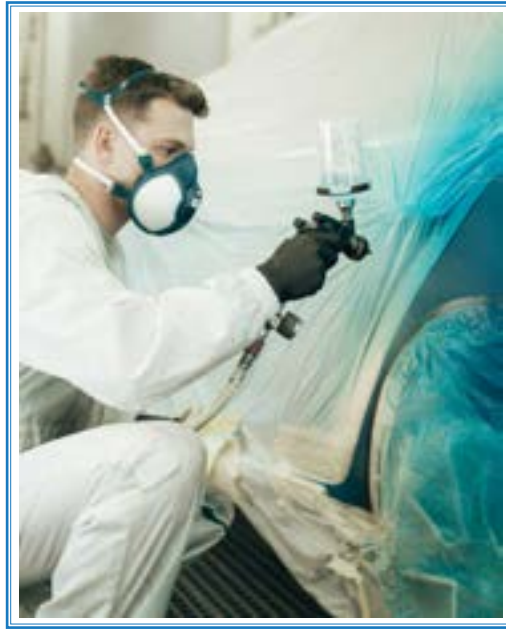


ASE Collision Repair and Refinish Tests



INCLUDES DAMAGE ANALYSIS & ESTIMATING!



National Institute for
**AUTOMOTIVE
SERVICE
EXCELLENCE**

ASE COLLISION REPAIR AND REFINISH TESTS

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INTRODUCTION

Use this Official ASE Study Guide to prepare for the ASE certification tests in the Collision Repair and Refinish (Tests B2-B6) 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:

- Painting and Refinishing (Test B2) *
- Non-Structural Analysis and Damage Repair (Test B3) *
- Structural Analysis and Damage Repair (Test B4) *
- Mechanical and Electrical Components (Test B5) *
- Damage Analysis and Estimating (Test B6)

*required for recognition as an ASE Master Collision Repair & Refinish Technician

The Test Specifications in this study guide are determined 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. 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?

Collision Repair & Refinish Tests		Certification Tests		Recertification Tests	
	Name	Number of questions	Testing time	Number of questions	Testing time
B2	Painting and Refinishing	65 total/55 scored *	90 mins	28	45 mins
B3	Non-structural Analysis & Damage Repair	65 total/55 scored *	90 mins	28	45 mins
B4	Structural Analysis & Damage Repair	60 total/50 scored *	75 mins	25	30 mins
B5	Mechanical / Electrical Components	60 total/50 scored *	75 mins	25	30 mins
B6	Damage Analysis and Estimating	60 total/50 scored *	75 mins	25	30 mins

* To gather the performance statistics required for use in the scored section of future tests, each CERTIFICATION test contains 10 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 test once to be eligible for the shorter RECERTIFICATION test.

TEST SPECIFICATIONS AND TASK LIST

PAINTING AND REFINISHING (TEST B2)

	Content Area	Questions in Test	Percentage of Test
A.	Surface Preparation	15	27%
B.	Spray Gun Operation and Related Equipment	6	11%
C.	Paint Mixing, Matching, and Applying	15	27%
D.	Solving Paint Application Problems	8	15%
E.	Finish Defects, Causes, and Cures	6	11%
F.	Safety Precautions	5	9%
	Total	55	100%

A. Surface Preparation (15 questions)

1. Identify and remove surface corrosion.
2. Remove dirt, road grime, wax, adhesive residue, mold release agents, tree sap, markings or other contaminants from the area to be refinished and any adjacent vehicle surfaces.
3. Inspect and identify substrate, substrate condition, type of finish, film thickness and surface condition; develop a plan for refinishing.
4. Remove paint finish.
5. Sand areas to be refinished.
6. Featheredge areas to be refinished.
7. Identify type of substrate and apply suitable treatment or undercoat.
8. Mask and protect areas that will not be refinished.
9. Mix and apply primer-surfacer.
10. Apply finishing filler to minor surface imperfections.
11. Block sand area to which primer-surfacer and/or finishing filler have been applied.
12. Remove dust residue from area to be refinished.
13. Clean area to be refinished using proper cleaning solutions.
14. Remove, with a tack cloth, any dust or lint particles from the area to be refinished.
15. Apply primer-sealer and/or adhesion promoter.
16. Remove imperfections from primer-sealer.
17. Prepare the adjacent areas for blending.
18. Apply stone-chip resistant coating.
19. Apply corrosion resistant coatings to repaired areas.
20. Remove and apply decals, transfers, tapes, and pinstripes (painted and/or taped).
21. Take appropriate measures to eliminate static electricity.
22. Prepare surfaces for seam sealer application; evaluate the application of seam sealers prior to refinishing.
23. Identify pin holes; determine the cause(s) and correct the condition.

B. Spray Gun Operation and Related Equipment (6 questions)

1. Inspect, clean, adjust, maintain, and determine condition of spray guns and adequacy of related equipment (air hoses, regulator, air lines, air source, filtration unit, and spray environment).
2. Adjust spray gun, air pressure, fluid, and pattern control valves.
3. Select correct spray gun, needle, fluid tip, and air cap for material being sprayed.
4. Force-dry sprayed materials (bake, infrared, UV lamps, airflow, etc.).

C. Paint Mixing, Matching, and Applying (15 questions)

1. Determine the color, code, and type of finish on the vehicle.

B2 TASK LIST (CONTINUED)

2. Identify paint color formula and the use of mixing equipment and materials.
3. Mix, strain, and test viscosity (if necessary) of refinish material.
4. Use appropriate spray gun technique (arc, angle, distance, speed, and spray pattern overlap) for the finish being applied.
5. Apply selected product on test panel or let-down panel.
6. Check color match; adjust as necessary.
7. Apply basecoat or multi-stage (mica, pearl, etc.) coats for spot, panel, blending, and overall refinishing.
8. Apply clearcoat.
9. Refinish interior and exterior trim components.

D. Solving Paint Application Problems (8 questions)

1. Identify dirt or other foreign objects in the refinished surface; determine the source(s) and correct the condition.
2. Identify a dry spray appearance in the refinished surface; determine the cause(s) and correct the condition.
3. Identify the presence of fish-eyes (crater like appearance); determine the cause(s) and correct the condition.
4. Identify lifting (surface distortion or wrinkling) of the refinished surface; determine the cause(s) and correct the condition.
5. Identify mottling or streaking in metallic, mica, and effect paint finishes; determine the cause(s) and correct the condition.
6. Identify excessive or lack of texture (orange peel); determine the cause(s) and correct the condition.
7. Identify an overspray condition; determine the cause(s) and correct the condition.
8. Identify sags and runs; determine the cause(s) and correct the condition.
9. Identify color mismatch, due to application variables; determine the cause(s) and correct the condition.
10. Identify tape tracking/marking; determine the cause(s) and correct the condition.
11. Identify poor hiding/lack of coverage; determine the cause(s) and correct the condition.

E. Finish Defects, Causes, and Cures (6 questions)

1. Identify delamination (poor adhesion, peeling); determine the cause(s) and correct the condition.
2. Identify finish cracking (crow's feet or line-checking, micro-checking, etc.); determine the cause(s) and correct the condition.
3. Identify sags and runs in the refinished surface; determine the cause(s) and correct the condition.
4. Identify blistering in the finished surface; determine the cause(s) and correct the condition.
5. Identify water spotting on the finished surface; determine the cause and correct the condition.
6. Identify finish damage caused by bird droppings, tree sap, and other causes; correct the condition.
7. Identify finish damage caused by airborne contaminants (acids, soot, rail dust, chemicals, and other industrial-related causes); correct the condition.
8. Identify chalking (oxidation); correct the condition.
9. Identify bleed-through or staining; determine the cause and correct the condition.
10. Identify damage caused during buffing/polishing painted surfaces; correct the condition.
11. Identify film defects from too much or too little film build; determine the cause and correct the condition.
12. Identify minor surface imperfections; determine the cause and correct the condition.
13. Identify color coat blend issues; determine the cause(s) and correct the condition.
14. Identify solvent popping; determine the cause(s) and correct the condition.
15. Identify shrinking, swelling, or splitting while the finish is curing; determine the cause(s) and correct the condition.
16. Identify die-back (dulling of the paint film); determine the cause(s) and correct the condition.

F. Safety Precautions (5 questions)

Note: Federal EPA law, OSHA/NIOSA, establishes minimum compliance requirements for refinishing materials. States and local municipalities may institute requirements that exceed the Federal EPA, OSHA/NIOSA requirements. Knowledge of the Federal EPA, OSHA/NIOSA requirements will be addressed in the following tasks.

1. Identify and take necessary precautions with hazardous operations and materials.
2. Identify and correct vehicle, equipment and material hazards to employee health and safety.
3. Select personal protection equipment (PPE); inspect to insure fit, operation, and maintenance. □

SAMPLE QUESTIONS

PAINTING AND REFINISHING (TEST B2)

1. Painter A says that metal conditioner should be used under plastic filler to assure proper adhesion.

Painter B says that metal conditioner should be used under plastic filler only if rust is present.

Who is right?

- (A) A only
- (B) B only
- (C) Both A and B
- * (D) Neither A nor B

2. Painter A says that primer-surfacer will dry faster if it is sprayed in several coats with flash time between coats.

Painter B says that there will be less bridging if all the primer-surfacer is sprayed in one application.

Who is right?

- * (A) A only
- (B) B only
- (C) Both A and B
- (D) Neither A nor B

3. Before applying paint, a painter should select the fluid nozzle and needle based on the:

- (A) size of the job.
- * (B) type of coating.
- (C) spray booth manufacturer.
- (D) painter preference.

4. Which of these could cause swirl marks when machine polishing or glazing a clear coat?

- (A) Moving the polisher too slowly
- (B) Using a low-speed polisher
- * (C) Using a pad that is too coarse
- (D) Applying the polishing compound too thickly

5. To remove orange peel from a painted surface, the painter should wet sand with:

- * (A) # 1200 and compound.
- (B) # 600 and clearcoat.
- (C) # 400 and colorcoat.
- (D) # 320 seal, and clearcoat.

B2 SAMPLE QUESTIONS (CONTINUED)

6. Which of these should be used when refinishing a plastic part?
- (A) A self-etching primer
 - (B) A primer surfacer
 - (C) A urethane primer
 - * (D) An adhesion promoter
7. Dirt nibs are being sanded from a metallic base coat before applying the clearcoat. Painter A says that the clearcoat may be applied directly over the sanded basecoat. Painter B says that applying another basecoat will help prevent sandscratches from appearing. Who is right?
- (A) A only
 - * (B) B only
 - (C) Both A and B
 - (D) Neither A nor B
8. A quarter panel and sail panel are being prepared for a clearcoat blend. The recommended plan of repair is to:
- (A) sand the sail panel with P220 grit sandpaper to insure proper clearcoat adhesion.
 - * (B) extend the masking and clearcoat to nearest panel edge or breakpoint.
 - (C) lightly buff with a finishing compound prior to color application.
 - (D) lower the air pressure during the final application of clearcoat.
9. The masking tape on a freshly painted vehicle has gotten damp overnight. The tape should be removed:
- (A) after the tape has completely dried.
 - (B) when detailing begins.
 - (C) when trim-out is complete.
 - * (D) as soon as possible.

TEST SPECIFICATIONS AND TASK LIST

NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (TEST B3)

	Content Area	Questions in Test	Percentage of Test
A.	Preparation	7	13%
B.	Outer Body Panel Repairs, Replacements, and Adjustments	17	31%
C.	Metal Finishing and Body Filling	8	15%
D.	Glass and Hardware	5	9%
E.	Welding, Cutting, and Removal	12	22%
F.	Plastic Repair	6	11%
	Total	55	100%

A. Preparation (7 questions)

1. Review damage report and replacement parts for accuracy. Inspect for prior damage and repairs. Inspect for proper systems operation and/or deactivation. Verify coating thickness.
2. Identify potential health, safety, and environmental concerns associated with vehicle components and systems, i.e. ABS, air bags (SRS), ADAS, refrigerants, high voltage, coolants.
3. Research and determine repair plan, locate procedures; build data, materials, and methods of overall repairs in accordance with the vehicle manufacturer's specifications and accepted industry procedures (including calibration/initialization of advanced vehicle systems).
4. Position vehicle to perform repairs; lift, raise, or support if necessary.
5. Remove damaged or undamaged interior and exterior trim and moldings/claddings as necessary; document missing, broken, or one-time use parts/fasteners/components; store removed parts/fasteners/components.
6. Remove and store undamaged, non-structural body panels and components; remove and store mechanical/electrical components that may interfere with or be damaged during the repair process.
7. Check for malfunction indicator lamp (MIL) illumination; scan all control modules and retrieve diagnostic trouble codes (DTC), data, and settings; identify battery disconnect procedures.
8. Protect panels and parts adjacent to repair area to prevent damage during repair.
9. Remove dirt, grease, wax, and other contaminants from areas to be repaired.
10. Remove pinstripes, emblems and decals (transfers/overlays and other paint protection accessories); remove adhesives if necessary.
11. Remove corrosion protection, undercoatings, sealers, and other protective coatings as necessary to perform repairs.
12. Remove repairable plastics and other parts for off-vehicle repair.
13. Identify safety precautions: i.e., personal protection equipment (PPE), shock hazards, fumes, safety data sheet (SDS), etc. before beginning any repair operation.
14. Perform high-voltage disconnect procedure; reconnect/enable high-voltage system after repairs are completed.

B3 TASK LIST (CONTINUED)

B. Outer Body Panel Repairs, Replacements, and Adjustments (17 questions)

1. Determine the extent of the direct (primary), indirect (secondary), and inertia damage; determine the direction of impact; plan the methods and order of repair.
2. Remove and replace bolted, riveted, adhesively bonded, and welded panels or panel assemblies.
3. Identify the body panel substrate (high-strength steel, aluminum, magnesium, composite, etc.); determine the extent of damage for reparability or replacement.
4. Remove, reinstall or replace, and adjust/align hood, hood supports, hood hinges, and hood latch/lock.
5. Remove, reinstall or replace, and adjust/align deck lid, lid hinges, tailgates, hatches, supports, liftgates supports, and lid latch/lock; perform initialization.
6. Remove, reinstall or replace and adjust/align doors, latch/lock assemblies, handles, and hinges; perform initialization.
7. Remove, reinstall or replace, and adjust/align bumpers, brackets, reinforcements, guards, absorbers, isolators, and mounting hardware.
8. Remove, reinstall or replace and adjust/align front fenders; check and adjust gaps and clearances.
9. Remove, reinstall or replace and adjust/align exterior lighting and mounting panels.
10. Check outer body panel function, adjust as necessary for proper operation.
11. Restore contours of a damaged panel to a surface condition suitable for metal finishing or body filling.
12. Weld cracked or torn metal body panels.
13. Apply protective coatings to restore corrosion protection.
14. Remove damaged body panels; replace panels using a weld, weld-bond, adhesively bonded, rivet, rivet bond, or other fastening procedures.
15. Repair door frame, repair or replace door skins; inspect intrusion beams.
16. Restore seam sealers, mastic, sound deadeners, and foam fillers.
17. Diagnose and repair water leaks, dust leaks, wind noise, squeaks, rattles, and vibrations.
18. Install interior and exterior trim, pinstripes, emblems, decals (transfers/overlays, vapor barriers), and protective film.
19. Perform initialization and calibration; test drive to achieve set conditions and scan computer systems as needed to verify proper system operation following outer body panel repair, replacement, or adjustment.

C. Metal Finishing and Body Filling (8 questions)

1. Remove paint and other coatings from the damaged area of a body panel.
2. Heat-shrink stretched panel areas to proper contour.
3. Cold-shrink stretched panel areas to proper contour
4. Metal-finish the damaged area of a body panel to eliminate surface irregularities.
5. Identify the considerations and procedures for preparing the surface for application of body filler material.
6. Mix, apply, and shape body filler material.
7. Sand cured body filler material to contour.

D. Glass and Hardware (5 questions)

1. Inspect, adjust, remove and/or replace moveable, electrically heated, stationary, mechanically fastened, bonded, and hinged glass.
2. Inspect, adjust, repair, or replace window regulators, run channels, power mechanisms, and related controls. Reset automatic features and clear stored codes if necessary.
3. Inspect, adjust, repair, and remove or replace power glass roof panels and related controls. Reset automatic features and clear stored codes if necessary.
4. Diagnose and repair water leaks, dust leaks, wind noises; rattles, and vibrations; inspect, repair, or replace weatherstripping.
5. Inspect, adjust, and install convertible or retractable roof and related mechanisms. Reset automatic features and clear stored codes if necessary.
6. Scan computer systems and verify proper system operation following stationary glass removal or replacement.

B3 TASK LIST (CONTINUED)

E. Welding, Cutting, and Removal (12 questions)

1. Identify weldable and non-weldable materials used in vehicle construction.
2. Identify the considerations and procedures for cutting, removing, and welding various types of steels, aluminum, and other metals.
3. Determine the correct welding process to be used in specific welding situations: compression/inverter/squeeze type resistance spot (STRSW), GTAW (TIG), GMAW (MIG), MIG-brazing; determine settings, electrode, wire type, diameter, gas, and bonding material to be used in specific welding processes.
4. Adjust the welding equipment for proper operation.
5. Perform test welds. Visually inspect, perform destructive test, and make adjustments as necessary.
6. Determine proper work clamp (ground) location.
7. Use the proper gun-to-joint angle, distance, speed, and direction of gun travel for welds being made in all positions.
8. Select proper STRSW arm set, electrode type and diameter, and settings based on the location and material to be welded.
9. Protect vehicle components (adjacent components, hybrid/high voltage components, computers and other electronic modules) from possible damage caused by welding, cutting, and drilling; remove as necessary.
10. Prepare the metal to be welded; ensure proper weld joint fit-up; apply weld through primer if required.
11. Select and prepare the correct joint type (butt, lap, etc.) for the repair.
12. Identify and perform the correct type of weld (continuous, stitch, tack, plug, spot, slot, etc.) for each specific welding operation.
13. Identify the causes of weld defects; perform required equipment maintenance and/or make necessary adjustments.

F. Plastic Repair (6 questions)

1. Identify the types of plastic(s) or composite(s); determine repairability.
2. Identify the proper plastic or composite repair/cleaning procedures; clean and prepare the surfaces of plastic or composite parts for repair.
3. Reshape plastic parts.
4. Repair plastic parts by welding or using adhesive repair materials; repair composite parts using adhesive repair materials; use reinforcing materials as required.
5. Perform single or two-sided repairs in plastic or composite panels.
6. Replace bonded plastic or composite body panels; straighten or align mounting locations.
7. Replace mechanically fastened plastic or composite body panels; straighten or align mounting locations if necessary; torque fasteners to specifications. □

SAMPLE QUESTIONS

NON-STRUCTURAL ANALYSIS AND DAMAGE REPAIR (TEST B3)

1. When closing a convertible top, the driver's side has a larger gap than the passenger's side before locking in place. Which of these could be the cause?

* (A) Bent roof frame
(B) Shrunken convertible top material
(C) Normal condition
(D) Bent B-pillar

2. A damaged steel door outer panel (skin) is being replaced.

Technician A says that the damaged panel could be removed by grinding away the outer edge with a disc grinder.

Technician B says that the new panel could be attached by tack welding.

Who is right?

(A) A only * (C) Both A and B
(B) B only (D) Neither A nor B

3. A damaged steel fender has been roughed out and prepared for plastic filler.

Technician A says that a metal conditioner should be applied to the base metal areas to improve filler adhesion.

Technician B says that all paint should be removed from the damaged area to improve filler adhesion.

Who is right?

(A) A only (C) Both A and B
* (B) B only (D) Neither A nor B

4. Technician A says that electronic modules within 12 inches of a weld site should be removed.

Technician B says that an electrostatic discharge strap (EDS) should be worn when handling electronic modules.

Who is right?

(A) A only * (C) Both A and B
(B) B only (D) Neither A nor B

B3 SAMPLE QUESTIONS (CONTINUED)

5. After high-strength steel is heated, it should be cooled by:

- (A) spraying it with cold water.
- (B) air hosing it.
- * (C) letting it cool naturally.
- (D) wiping it with oil.

6. Technician A says that the gas flow rate must be regulated before using a GMAW (MIG) welder.

Technician B says that the wire speed must be adjusted before using a GMAW (MIG) welder.

Who is right?

- | | |
|------------|---------------------|
| (A) A only | * (C) Both A and B |
| (B) B only | (D) Neither A nor B |

7. A fully charged A/C condenser is undamaged. However, it is blocking repair access to the damaged radiator core support. The technician should:

- (A) try to work around the condenser.
- * (B) recover the refrigerant and remove the condenser.
- (C) cut the radiator core support to gain access.
- (D) bend the condenser lines to gain access.

8. Cracks in a thermoplastic bumper fascia are to be repaired.

Technician A says that the repairs can be made with a plastic welder.

Technician B says that the repairs can be made with a structural adhesive.

Who is right?

- | | |
|--------------|---------------------|
| * (A) A only | (C) Both A and B |
| (B) B only | (D) Neither A nor B |

TEST SPECIFICATIONS AND TASK LIST

STRUCTURAL ANALYSIS AND DAMAGE REPAIR (TEST B4)

Content Area	Questions in Test	Percentage of Test
A. Frame Inspection and Repair	16	32%
B. Unibody and Unitized Structure Inspection, Measurement, and Repair	18	36%
C. Stationary Glass	4	8%
D. Welding, Cutting, and Joining	12	24%
Total	50	100%

A. Frame Inspection and Repair (16 questions)

1. Diagnose, repair, verify, and document repairs on underbody and upperbody structural damage using three-dimensional measuring systems (mechanical, electronic/computerized, laser), and dedicated or universal fixtures, in accordance with manufacturer specific procedures/industry guidelines.
2. Check the vehicle with a tram gauge to determine further diagnostic procedures.
3. Lift, anchor, and support vehicle for repair and realignment.
4. Repair and align mash/collapse damage (change in length from body zero).
5. Repair and align sag/kickup damage (change in height from datum).
6. Repair and align sidesway/sway damage (change in width from centerline).
7. Repair and align twist damage (vertical misalignment in the center section).
8. Repair and align diamond damage.
9. Diagnose, repair, or replace damaged frame, frame horns, side rails, cross members, frame brackets, supplemental restraint system (SRS) and advanced driver assistance systems (ADAS) sensor mounting locations, and front, rear, or center sections in accordance with manufacturer specific procedures/industry guidelines.
10. Replace protective coatings, restore corrosion protection to repaired or replaced frame areas and anchoring locations.
11. Repair or replace stress-cracked frame members in accordance with manufacturer specific procedures/industry guidelines.
12. Diagnose damaged mounting locations for steering, suspension, and powertrain components, which can cause vibration, steering, and wheel alignment problems, in accordance with manufacturer specific procedures/industry guidelines.
13. Perform stress-relieving procedures in accordance with manufacturer specific procedures/industry guidelines.
14. Determine the direction of impact and the extent of direct and indirect damage.
15. Identify the frame type and composition; plan the methods and sequence of repair in accordance with manufacturer specific procedures/industry guidelines.

B. Unibody and Unitized Structure Inspection, Measurement, and Repair (18 questions)

1. Diagnose, repair, verify, and document repairs on underbody and upperbody structural damage using three-dimensional measuring systems (mechanical, electronic/computerized, laser), and dedicated or universal fixtures, in accordance with manufacturer specific procedures/industry guidelines.
2. Check the vehicle with a tram gauge to determine further diagnostic procedures.
3. Lift, anchor, and support vehicle for repair and realignment.

B4 TASK LIST (CONTINUED)

4. Repair and align mash/collapse damage (change in length from body zero).
5. Repair and align sag/kickup damage (change in height from datum).
6. Repair and align sidesway/sway damage (change in width from centerline).
7. Repair and align twist damage (vertical misalignment in center section).
8. Diagnose damaged mounting locations for steering, suspension, and powertrain components, which can cause vibration, steering, and wheel alignment problems, in accordance with manufacturer specific procedures/ industry guidelines.
9. Identify, diagnose, repair, or replace the supplemental restraint system (SRS) and advanced driver assistance systems (ADAS) sensor component mounting locations (collision avoidance, adaptive cruise control, park assist, etc.).
10. Determine the direction of impact and the extent of direct and indirect damage.
11. Identify the structural composition; plan the methods and sequence of repair, in accordance with manufacturer specific procedures/ industry guidelines.
12. Repair, align, and/or replace center section components (cowl, bulkhead, roof, roof rails, pillars, floor, stationary glass openings, door openings, rocker panels, and crossmembers).
13. Repair, align, and/or replace rear section components (quarter panels, rear compartment opening, package shelf, wheelhouse assemblies, rear body panel, rails, floor pans, crossmembers, and the mounting points of suspension and powertrain components).
14. Repair, align, and/or replace front section components (aprons, strut towers, upper and lower rails, crossmembers, and the mounting points of steering, suspension, and powertrain components).
15. Perform stress-relieving procedures in accordance with manufacturer specific procedures/ industry guidelines.
16. Replace protective coatings; restore corrosion protection to repaired or replaced unibody structural areas and anchoring locations.
17. Restore noise, vibration, harshness (NVH) materials and structural foams in accordance with manufacturer specific procedures/ industry guidelines.

C. Stationary Glass (4 questions)

1. Identify, remove and/or replace front and rear modular/stationary glass, including heated, non-heated, and glass equipped with electronic accessories (cellular, satellite, collision avoidance, antenna, rain sensor, etc.) in accordance with manufacturer specific procedures/ industry guidelines.
2. Identify, remove and/or replace side and roof modular/stationary glass including glass equipped with electronic accessories in accordance with manufacturer specific procedures/ industry guidelines.
3. Determine correct pinch weld preparation, adhesive selection and application in accordance with vehicle manufacturer specific procedures/adhesive manufacturer directions for use.

D. Welding, Cutting, and Joining (12 questions)

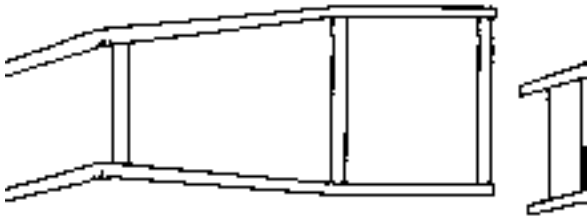
1. Identify structural composition; determine the correct joining process in accordance with vehicle manufacturerspecific procedures/ industry guidelines.
2. Set up and adjust welding equipment for the material to be welded (steel, aluminum).
3. Determine proper welding technique (push, pull, and gun angle) for the type of welds being made.
4. Determine correct welding process in accordance with vehicle manufacturer specific procedures/ industry guidelines (GMAW, MIG/MAG, MIG brazing, Squeeze-Type Resistance Spot); identify the electrode, wire type, diameter, and gas to be used in specific welding situations.
5. Protect all vehicle systems and components from damage during welding and cutting operations.
6. Prepare the metal to be joined; assure good joint fit-up.
7. Identify the type of weld/bonded joint (butt, butt with backing, lap, etc.) for the repair being made.
8. Determine the correct type of weld (continuous, stitch, skip, plug, spot, etc.) and preparation for each specific welding operation.
9. Identify the causes of welding defects (burn through, cracks in metal, cratering, porosity, improper penetration, excessive spatter, distortion, and waviness of bead); make necessary adjustments.
10. Identify the proper cutting process (abrasive, mechanical, plasma arc) for different materials and locations in accordance with manufacturer specific procedures/industry guidelines.

B4 TASK LIST (CONTINUED)

11. Remove damaged structural steel and aluminum components; replace in accordance with vehicle manufacturerspecific procedures/industry guidelines.
12. Restore protective coatings; restore corrosion protection before or after welding operation.
13. Remove and install welding/weld-bonded panels according to manufacturer specific procedures/industry guidelines.
14. Perform test weld; visually evaluate and destructive test each weld type (continuous, skip, STRSW, plug, etc.).
15. Identify structural composition; determine correct riveting process (rivet joining, rivet bonding, etc.), size and type of rivet, and adhesive to be used in specific joining situations in accordance with vehicle manufacturer specific procedures/ adhesive manufacturer directions for use.
16. Set up, adjust, and test rivet equipment for the material to be joined. □

SAMPLE QUESTIONS

STRUCTURAL ANALYSIS AND DAMAGE REPAIR (TEST B4)



1. The frame shown in the diagram has been damaged in a front end collision.
Technician A says that the frame has sidesway damage.
Technician B says that the frame has kickup damage.
Who is right?
* (A) A only
(B) B only
(C) Both A and B
(D) Neither A nor B
2. A lower rail on a unibody vehicle is cracked at the lower control arm/crossmember mount. The rail should be repaired by:
(A) drilling holes at the end of the cracks, then welding.
* (B) replacing the lower unibody rail.
(C) reinforcing the cracked area with a steel plate, then welding.
(D) V-grooving the cracked area and stitch welding.

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

3. Which type of damage is **LEAST** likely to occur on a unibody vehicle?
(A) Sidesway
* (B) Diamond
(C) Sag
(D) Twist
4. A car has been in a broadside collision. On the side opposite the impact, there is too much gap at each end of the door.
Technician A says that bent door hinges could be the cause.
Technician B says that a bowed body shell could be the cause.
Who is right?
(A) A only
* (B) B only
(C) Both A and B
(D) Neither A nor B

B4 SAMPLE QUESTIONS (CONTINUED)

5. A unibody strut tower is being installed using a GMAW (MIG) welder.

Technician A says that a mixture of 75% argon and 25% carbon dioxide could be used.

Technician B says that a mixture of 75% argon and 25% helium could be used.

Who is right?

- * (A) A only
- (B) B only
- (C) Both A and B
- (D) Neither A nor B

6. An incorrect caster reading on a unibody vehicle could be caused by a bent or mislocated:

- (A) tie rod.
- * (B) front cross member.
- (C) sway bar.
- (D) idler arm.

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

7. All of these could be used when replacing resistance spot welds on structural panels on a unibody vehicle **EXCEPT**:

- * (A) brass plug welds.
- (B) resistance spot welds.
- (C) GMAW (MIG) plug welds.
- (D) compression spot welds.

TEST SPECIFICATIONS AND TASK LIST

MECHANICAL AND ELECTRICAL COMPONENTS (TEST B5)

Content Area	Questions in Test	Percentage of Test
A. Suspension and Steering	11	22%
B. Electrical	13	26%
C. Brakes	4	8%
D. Heating and Air Conditioning	5	10%
E. Engine Cooling Systems	4	8%
F. Drive Train	5	10%
G. Fuel, Intake, and Exhaust Systems	3	6%
H. Safety and Restraint Systems	5	10%
Total	50	100%

A. Suspension and Steering (11 questions)

1. Identify and replace one-time use suspension fasteners.
2. Inspect, diagnose, and replace rack and pinion steering gear, inner tie rod ends, and bellows boots.
3. Inspect, diagnose, remove, and replace power steering pump, pulley, belts, hoses, fittings, and pump mounts. Identify fluid type specific to the vehicle; perform bleeding procedure if required.
4. Inspect and diagnose steering gear (non-rack and pinion types) noises, binding, uneven turning effort, looseness, hard steering and lubricant leakage problems; determine needed actions.
5. Inspect and diagnose rack and pinion steering gear mount bushings, brackets, noises, vibration, looseness, hard steering, and lubricant leakage problems; ensure proper mounting position; determine needed actions.
6. Inspect and diagnose sector shaft; inspect and replace pitman arm.
7. Inspect, diagnose, and replace relay rod (center link/intermediate rod/drag link).
8. Inspect, diagnose, remove and/or replace idler arms, and inspect mounting locations; determine needed actions.
9. Inspect, diagnose, remove, and replace tie rod sleeves, clamps, and tie rod ends.
10. Inspect, diagnose, remove, and replace steering linkage damper.
11. Inspect, diagnose, remove, and replace upper and lower control arms, strut rods, and bushings.
12. Inspect, diagnose, remove, and replace upper and lower ball joints.
13. Inspect, diagnose, remove, and replace steering knuckle/spindle/hub and bearing assemblies.
14. Inspect, diagnose, remove, and replace coil springs and spring insulators (silencers).
15. Inspect, diagnose, replace, and/or adjust front suspension torsion bars; inspect mounts.
16. Inspect, diagnose, and replace strut cartridge or assembly, upper bearing, and mount.
17. Inspect, diagnose, remove, and replace rear suspension transverse links, control arms, bushings, and mounts.
18. Inspect, diagnose, remove, and replace rear suspension leaf spring(s), leaf spring insulators (silencers), shackles, brackets, bushings, and mounts.
19. Inspect and diagnose front and/or rear axle assemblies for damage and misalignment; remove, repair, or replace as required.
20. Inspect, diagnose, and replace shock absorbers, load-leveling devices, air springs, and associated lines, fittings, and components.

B5 TASK LIST (CONTINUED)

21. Inspect and diagnose, adjust, or replace components (including sensors, switches, actuators, and control units) of electronically controlled suspension systems).
22. Measure vehicle ride height; determine needed actions.
23. Inspect, remove, replace, and align front and rear subframes (including engine cradles and axle carriers). Inspect mounting locations, bushings and isolators; determine needed actions.
24. Inspect and diagnose steering column damage, looseness, and binding problems (including positioning mechanisms, collapsible columns, and steering wheels), inspect mounting locations; determine needed actions.
25. Inspect, diagnose, and replace steering shaft U-joint(s) and flexible coupling(s).
26. Diagnose vehicle noise, vibration, and harshness (NVH) problems (including suspension, tire, and driveline); determine needed actions.
27. Diagnose vehicle wandering, pulling, hard steering, bump steering, memory steering, torque steering, and steering return problems; determine needed actions.
28. Measure front and rear wheel camber; determine needed repairs or adjustments.
29. Measure caster; determine needed repairs or adjustments.
30. Measure front and rear wheel toe; determine needed repairs or adjustments.
31. Identify toe-out-on-turns (turning radius) and related problems; determine needed actions.
32. Identify SAI (steering axis inclination), included angle, and scrub radius related problems; determine needed actions.
33. Identify thrust angle related problems; determine needed repairs or adjustments.
34. Measure wheel setback and wheel base; determine needed actions.
35. Perform pre-alignment inspection; identify tire condition, size, and application, and check air pressure; determine needed actions.
36. Inspect wheels, tires and pressure monitor sensors (TPM) for damage; balance tires; determine needed actions.
37. Inspect and diagnose wheel, hub, and axle bearing for damage; determine needed action.
38. Inspect and diagnose front and rear stabilizer (anti-sway bar) systems; determine needed actions.
39. Perform initialization, calibration, or reprogramming procedures as required.
40. Verify effectiveness of suspension and steering repairs.
41. Inspect and diagnose, adjust or replace components (including sensors, switches, actuators, and control units) of steering systems (including electronically controlled hydraulic and electronically assisted steering systems).

B. Electrical (10 questions)

1. Measure voltage in electrical wiring circuits with a DMM (digital multimeter); determine needed actions.
2. Measure continuity and resistance in electrical wiring circuits and components with a DMM (digital multimeter); determine needed actions.
3. Check electrical circuits, wiring, connectors, terminals, terminal tension, sockets, and routing; determine needed action.
4. Inspect, test, and replace fusible links, circuit breakers, and fuses.
5. Inspect, test, and replace relays and solenoids.
6. Inspect, test, repair and/or replace electrical circuit switches.
7. Inspect, test, and replace electrical motors.
8. Identify personal safety precautions, safe battery handling. Inspect, test, clean, charge, and replace battery, battery cables, connectors, and clamps.
9. Identify programmable electrical/electronic components and modules; determine needed action.
10. Inspect, test, remove, and replace alternator/generator, drive belts, pulleys, tensioners, and fans; inspect and adjust alignment.
11. Align/aim headlamps and fog/driving lamps.
12. Inspect, test, adjust, and repair or replace components of exterior lighting systems; verify system operation.
13. Inspect, test, and repair or replace components of interior lighting systems; verify system operation.
14. Inspect, test, repair or replace horn system components; verify system operation.
15. Inspect, test, repair or replace components of wiper/washer systems; verify operation.

B5 TASK LIST (CONTINUED)

16. Inspect, test, repair or replace components of power window systems; verify operation.
17. Inspect, test, repair or replace components of power seats, heated/cooled seats; verify safety and comfort operation.
18. Inspect, test, repair or replace components of electrical, mechanical door and hatch/trunk locks; verify operation.
19. Inspect, test, repair or replace components of power sliding doors and power liftgates; verify system operation.
20. Inspect, test, repair or replace components of keyless lock/unlock devices and security systems; verify system operation.
21. Inspect, test, repair or replace electrical and mechanical components of sunroofs or convertible/retractable tops; verify system operation.
22. Inspect, test, repair or replace electrically heated mirrors and back glass; verify operation.
23. Inspect, test, repair or replace electrical/electronic antennas; verify operation.
24. Inspect, test, repair or replace electrical interior and exterior mirrors; verify operation.
25. Retrieve diagnostic trouble codes (DTCs); verify malfunction indicator lamp (MIL) status; record freeze frame data information; determine needed action.
26. Identify personal safety precautions, safe battery handling, and high voltage system diagnostic and repair considerations associated with hybrid/electric and alternative fuel vehicles.
27. Inspect, test and diagnose operation of advanced driver assistance systems (ADAS) (such as: collision avoidance and mitigation, active cruise control, back-up camera/sensors, lane departure, lane keeping and park assist).
28. Perform initialization, calibration or synchronization procedures.
29. Measure voltage drop in electrical circuits with a digital multimeter (DMM); determine repair procedure.
30. Determine vehicle connectivity; determine needed actions.
31. Measure current flow (amperage) in electrical wiring circuits with a digital multi-meter (DMM); determine needed action.
32. Research applicable vehicle and service information, such as vehicle service history, service precautions, technical service bulletins, and service campaigns/recalls.
33. Inspect, test, calibrate and verify vehicle features and systems incorporated in fixed glass.

C. Brakes (4 questions)

1. Inspect brake calipers, wheel cylinders, hoses, and fittings for leaks, dents, kinks, rust, cracks or wear; tighten fittings and supports; replace brake lines (double flare and ISO types), hoses, fittings, seals, and supports.
2. Inspect/test brake fluid; determine proper fluid type for application.
3. Bleed (manual, pressure, vacuum, or surge) and/or flush hydraulic brake system; verify system operation.
4. Inspect, remove, and replace disc brake, pads, rotors and/or drums and shoes; adjust as necessary.
5. Inspect and replace wheel studs and fasteners. Reinstall wheels and torque fasteners.
6. Inspect brake caliper mounts and slides for wear and damage; determine needed actions.
7. Inspect parking brake system operation; repair or adjust as necessary; verify proper operation.
8. Identify, test, and replace ABS wheel speed sensor and components.
9. Identify, repair or replace traction control and electronic stability control components; verify operation.

D. Heating and Air Conditioning (5 questions)

1. Recover, recycle and recharge A/C system; identify refrigerant and oil type, determine oil and refrigerant capacities; leak test and check high and low side gauge readings; verify system operation.
2. Inspect, adjust, and replace A/C compressor drive belts; check pulley tensioner alignment and clutch operation.
3. Inspect, remove, and replace A/C compressor and clutch.
4. Inspect, repair or replace A/C system mufflers, hoses, lines, fittings, pressure switches, pressure sensors, valves, and seals.
5. Verify A/C condenser air flow and cooling fan operation.
6. Inspect, test, and replace A/C system condenser, mountings, seals, and deflectors.
7. Remove and replace receiver/drier or accumulator/drier.
8. Remove and replace evaporator; inspect evaporator housing and water drain.

B5 TASK LIST (CONTINUED)

9. Inspect, test, repair or replace heating, ventilating, and A/C system, electrical/vacuum and mechanical controls, sensors and actuators.
10. Inspect, test, clean, and repair or replace heating, ventilating, and A/C ducts, housing(s), doors, hoses, filters, and outlets.
11. Inspect, repair or replace heating system hoses, lines, fittings, seals and components; verify operation.
12. Perform initialization, calibration, or synchronization procedures following A/C system repairs if required.
13. Inspect, test, remove or replace A/C compressors (fixed displacement, variable displacement, and electric).

E. Engine Cooling Systems (4 questions)

1. Inspect, test, remove, and replace radiator, mounts, pressure cap, coolant recovery system, hoses, seals, and water pump.
2. Remove and replace thermostat, by-pass, and housing.
3. Recover, flush, bleed, and refill system with proper coolant, verify protection level.
4. Inspect, remove, and replace electrical/mechanical cooling fan components; verify operation.
5. Inspect, remove, and replace auxiliary oil/fluid coolers and components.

F. Drive Train (5 questions)

1. Inspect, remove, and replace powertrain assembly and components; inspect, replace, and align powertrain mounts, subframes, and engine cradles.
2. Inspect, remove, and replace electronic components, wires, terminals, terminal tension, and connectors.
3. Inspect, remove, replace, and adjust electrical, mechanical or hydraulic shift/throttle and clutch components.
4. Inspect, remove, and replace front and/or rear drive axle assembly.
5. Inspect, remove, and replace half-shafts and constant velocity (CV) joints, tripod joints, and components.
6. Inspect, remove, and replace drive shafts, center support bearings, and universal joints.
7. Inspect, remove, and replace transaxles, transmissions, and transfer cases.

G. Fuel, Intake and Exhaust Systems (3 questions)

1. Inspect, remove, and replace exhaust manifold, exhaust pipes, mufflers, converters, sensors, resonators, tail pipes, heat shields, and components.
2. Inspect, remove, and replace fuel tank, straps, fuel pump, fuel tank filter, rollover valve, fuel cap, fuel filler hose, fuel filler-to-body seal, and inertia switch; inspect and replace fuel lines and hoses; check fuel for contaminants.
3. Inspect, remove, and replace intake manifold, air cleaner, turbocharger, wastegates, intercooler, hoses, and sensors.
4. Inspect, remove, and replace canister, filter, sensors, vent, and purge lines of fuel vapor control systems; ensure proper routing.
5. Perform initialization, calibration, or synchronization procedures.
6. Inspect, test, replace exhaust aftertreatment system components and controls.

H. Restraint Systems (8 questions)

1. Inspect, remove, and replace seatbelt, shoulder harness assembly, pretensioners, buckles, and components; verify operation.
2. Inspect restraint system mounting areas for damage; repair or replace as needed. Research applicable vehicle service information to determine if components are reusable (fasteners, trim, headrests, and airbags).
3. Deactivate, inspect, replace, and reactivate supplemental restraint system (SRS) and components; verify system operation readiness.
4. Inspect, remove, replace, and dispose of deployed and non-deployed airbag(s) and pretensioners; store airbag(s) during vehicle service.
5. Use diagnostic trouble codes (DTCs) to diagnose and repair the Supplemental Restraint System (SRS), including occupant classification systems (OCS).
6. Perform initialization, calibration, or synchronization procedures following restraint system repairs.
7. Inspect, test, remove and replace roll-over protection; verify operation.
8. Inspect, test, remove and replace pedestrian protection systems; verify operation. □

SAMPLE QUESTIONS

MECHANICAL AND ELECTRICAL COMPONENTS (TEST B5)

1. After collision repairs, a unitized body vehicle with rack and pinion steering binds when turning right. Which of these could be the cause?
(A) A damaged ball joint
*(B) A bent rack gear
(C) A bent strut
(D) A damaged strut bearing
2. Technician A says that a bent MacPherson strut rod can be seen when it is rotated from the top. Technician B says that a bent MacPherson strut rod can cause a toe problem.
Who is right?
(A) A only *(C) Both A and B
(B) B only (D) Neither A nor B
3. Technician A says that the coolant recovery system keeps excess coolant from being lost. Technician B says that the coolant recovery system returns coolant when the cooling system goes into a vacuum.
Who is right?
(A) A only *(C) Both A and B
(B) B only (D) Neither A nor B
4. When bleeding power brakes, a technician should first:
(A) check the parking brake adjustment.
*(B) check the master cylinder fluid level.
(C) start at the wheel farthest from the master cylinder.
(D) start the engine and pump the brakes.
5. Technician A says that minor bulging of a flexible brake line during bleeding is ok. Technician B says that flexible brake lines may be repaired in the shop.
Who is right?
(A) A only (C) Both A and B
(B) B only *(D) Neither A nor B

B5 SAMPLE QUESTIONS (CONTINUED)

6. During A/C recovery, 1.0 oz. of oil has been removed from the system. Which of these is the correct procedure?

- (A) Return the oil to the system.
- * (B) Replace the oil with new oil.
- (C) Ignore such a small amount.
- (D) Change all oil in the system.

7. Technician A says that the vehicle must be realigned after replacing damaged rear suspension parts. Technician B says that the underbody dimensions must be checked when replacing damaged rear suspension parts.

Who is right?

- | | |
|------------|---------------------|
| (A) A only | * (C) Both A and B |
| (B) B only | (D) Neither A nor B |

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

8. The caster on the left side of a unibody vehicle is out of specs. The **LEAST** likely cause is a:

- (A) misaligned crossmember.
- * (B) bent idler arm.
- (C) damaged lower control arm.
- (D) damaged strut (radius) rod.

TEST SPECIFICATIONS AND TASK LIST

DAMAGE ANALYSIS AND ESTIMATING (TEST B6)

	Content Area	Questions in Test	Percentage of Test
A.	Damage Analysis	11	22%
B.	Estimating	13	26%
C.	Legal and Environmental Practices	3	6%
D.	Vehicle Construction	6	12%
E.	Vehicle Systems Knowledge (Includes Electric, Hybrid/ Alternate Fuel Vehicles)	11	22%
	1. Fuel, Intake, Ignition, Exhaust and Emission Control Systems (1)		
	2. Suspension and Steering (3)		
	3. Brakes (1)		
	4. Heating, Engine Cooling & Air Conditioning (2)		
	5. Electrical/Electronic Systems (1)		
	6. Restraint Systems (2)		
	7. Fasteners and Materials (1)		
F.	Parts Identification and Source Determination	4	8%
G.	Customer Relations and Sales Skills	2	4%
Total		50	100%

A. Damage Analysis (11 questions)

1. Position the vehicle for inspection.
2. Prepare vehicle for inspection; disassemble as needed to provide access to hidden damage.
3. Analyze damage to determine appropriate methods for overall repairs.
4. Determine the direction, point(s) of impact, and extent of direct, indirect, and inertia damage.
5. Gather details of the incident/accident necessary to determine the full extent of vehicle damage.
6. Identify and record pre-existing damage.
7. Identify and record evidence of prior repairs.
8. Perform visual inspection of structural components and members; determine if repair or replacement is required.
9. Identify structural damage using measuring tools and equipment.
10. Perform visual inspection of non-structural components and members; determine if repair or replacement is required.
11. Determine parts, components, material type(s), and procedures necessary for a proper repair.
12. Identify type and condition of finish; determine if refinishing is required.
13. Identify suspension, electrical, and mechanical component damage.
14. Identify safety systems damage and related service requirements.
15. Identify interior component damage.

B6 TASK LIST (CONTINUED)

16. Identify damage to add-on accessories and modifications.
17. Identify single (one-time) use components.
18. Identify Advanced Driver Assistance Systems (ADAS) damage and related service requirements.

B. Estimating (13 questions)

1. Determine and record customer/vehicle owner information.
2. Identify and record vehicle identification number (VIN) information, including nation of origin, make, model, restraint system, body type, production date, and engine type.
3. Identify and record vehicle options, including trim level, paint code, transmission, accessories, and modifications.
4. Document and record existing or pre-existing damage.
5. Identify safety systems; determine needed repairs.
6. Apply appropriate estimating and parts nomenclature (terminology).
7. Determine and apply appropriate estimating sequence.
8. Utilize estimating guide procedure pages.
9. Apply estimating guide footnotes and headnotes as needed.
10. Estimate labor value for operations requiring judgment.
11. Select appropriate labor value for each operation (structural, non-structural, mechanical, and refinish).
12. Select and price OEM parts; verify availability, compatibility and condition.
13. Select and price alternative/optional OEM parts; verify availability, compatibility and condition.
14. Select and price aftermarket parts; verify availability, compatibility and condition.
15. Select and price recyclable/used parts; verify availability, compatibility and condition.
16. Select and price remanufactured, rebuilt and reconditioned parts; verify availability, compatibility and condition.
17. Determine price and source of necessary sublet operations.
18. Determine labor value, prices, charges, allowances, or fees for non-included operations and miscellaneous items.
19. Recognize and apply overlap deductions, included operations and additions.
20. Determine additional material and charges.
21. Determine refinishing material and charges.
22. Determine recommended sectioning procedures and establish labor values.
23. Determine structural measurement requirements; diagnose, and establish labor values.
24. Determine necessary structural repair/replace requirements and setup procedures, and establish labor values.
25. Apply math skills to establish charges and totals.
26. Interpret computer-assisted and manually written estimates; verify the information is current.
27. Identify procedural differences between computer-assisted systems and manually written estimates.
28. Identify procedures to restore corrosion protection; establish labor values and materials charges.
29. Determine appropriate application of betterment/depreciation to parts and allowances as necessary.
30. Determine the cost effectiveness of the repair and determine the approximate vehicle retail, recyclable and repair value.
31. Recognize the differences in estimation procedures when using different information provider systems.
32. Verify accuracy of estimate compared to the actual repair and replacement operations.
33. Identify Advanced Driver Assistance Systems (ADAS); determine needed repairs and service requirements.

C. Legal and Environmental Practices (3 questions)

1. Recognize federal, state and local regulatory obligations.
2. Recognize contractual and warranty obligations.
3. Recognize the obligation to restore the vehicle based on vehicle manufacturer's recommendations or industry accepted procedures and guidelines.

B6 TASK LIST (CONTINUED)

D. Vehicle Construction (6 questions)

1. Identify type of vehicle construction (space frame, unibody, body-over-frame).
2. Recognize the different damage characteristics of space frame, unibody, and body-over-frame vehicles.
3. Identify impact energy absorbing components and repair/replacement procedures.
4. Identify steel types; identify repair/replacement procedures for steel components.
5. Identify aluminum/magnesium components and repair/replacement procedures.
6. Identify plastic/composite components and repair/replacement procedures.
7. Identify vehicle glass components; repair, remove and reinstall (R&I), and replacement procedures.
8. Identify add-on accessories, modifications and repair/replacement procedures.

E. Vehicle Systems Knowledge (Includes Electric, Hybrid/Alternate Fuel Vehicles) (11 questions)

1. Fuel, Intake, Ignition, Exhaust, and Emission Control Systems (1 question)

1. Identify major components.
2. Identify component function.
3. Identify component service requirements.

2. Suspension, Steering, and Powertrain (3 questions)

1. Identify components.
2. Identify component function.
3. Identify component service requirements.

3. Brakes (1 question)

1. Identify components.
2. Identify component function.
3. Identify component service requirements.

4. Heating, Engine Cooling, and Air Conditioning (2 questions)

1. Identify components.
2. Identify component function.
3. Identify component service requirements.

5. Electrical/Electronic Systems (1 question)

1. Identify components.
2. Identify component function.
3. Identify component service requirements.

6. Restraint Systems (2 questions)

1. Identify components.
2. Identify component function.
3. Identify component service requirements.

7. Fasteners and Materials (1 question)

1. Identify fastener type and service requirements.
2. Identify body repair procedures, refinishing materials and supplies.

F. Parts Identification and Source Determination (4 questions)

1. Identify OEM components.
2. Identify OEM component function.
3. Justify repair or replace decision using OEM component.
4. Determine OEM component availability.
5. Identify alternative/optional OEM component availability.
6. Identify alternative/optional OEM component function.
7. Justify repair or replace decision using alternative/optional OEM components.
8. Determine alternative/optional OEM component availability.
9. Identify aftermarket components.

B6 TASK LIST (CONTINUED)

10. Identify aftermarket component function.
11. Justify repair or replace decision using aftermarket components.
12. Determine aftermarket component availability.
13. Identify recyclable (used) components.
14. Identify recyclable (used) component function.
15. Justify repair or replace decision using recyclable (used) components.
16. Determine recyclable (used) component availability, compatability and condition.
17. Identify remanufactured/rebuilt/reconditioned components.
18. Identify remanufactured/rebuilt/reconditioned component function.
19. Justify repair or replace decision using remanufactured/rebuilt/reconditioned components.
20. Determine remanufactured/rebuilt/reconditioned component availability.

G. Customer Relations and Sales Skills (2 questions)

1. Acknowledge and/or greet customer/client.
2. Listen to customer/client; ask how accident occurred; collect information and identify customer's/client's concerns, needs and expectations.
3. Establish cooperative attitude with customer/client.
4. Identify yourself to customer/client; offer assistance.
5. Effectively communicate with and address concerns of an angry customer/client.
6. Identify customer/client preferred communication method; follow up to keep customer/client informed about parts and the repair process.
7. Recognize basic claims handling procedures; explain to customer/client.
8. Project positive attitude and professional appearance.
9. Provide and review warranty information.
10. Provide and review technical and consumer protection information.
11. Estimate and explain duration of out-of-service time.
12. Apply negotiation skills to obtain a mutual agreement.
13. Interpret and explain manual or computer-assisted estimate to customer/client. □

SAMPLE QUESTIONS

DAMAGE ANALYSIS AND ESTIMATING (TEST B6)

1. Inspecting the residue on a fine sandpaper after sanding a small area can be used to determine if:
(A) the finish is original.
(B) checking is present in the finish.
(C) the finish will require a sealer.
*(D) the finish is a clear coat.

2. The cleaning and retaping of an adhesive molding is:
(A) included in the R&I labor value for the molding.
(B) included in the replacement labor value of the panel that the molding is attached to.
*(C) not included in the R&I labor value for the molding.
(D) included in the refinish labor value of the panel that the molding is attached to.

3. Estimator A says that some vehicles use High Strength Steel (HSS) outer body panels.
Estimator B says that damaged High Strength Steel (HSS) cannot be repaired.
Who is right?
*(A) A only
(B) B only
(C) Both A and B
(D) Neither A nor B

4. A pickup truck is hit hard at the right front wheel and tire. The steering wheel now turns without the wheels moving. Which of these is most likely damaged?
*(A) The sector shaft
(B) The stabilizer bar
(C) The drag link
(D) The idler arm

B6 SAMPLE QUESTIONS (CONTINUED)

These questions contain the word EXCEPT. Read the questions carefully before choosing your answer.

5. Refinishing materials include all of these **EXCEPT**:
- (A) reducers.
 - (B) sandpaper.
 - * (C) structural adhesive.
 - (D) adhesion promoter.
6. All of these are parts of the suspension system **EXCEPT** the:
- (A) strut.
 - * (B) rotor.
 - (C) control arm.
 - (D) ball joint.

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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.