1. Prior to any service work, it is wise to check for all of the following EXCEPT:  
   A. Body Damage  
   B. Valid drivers license  
   C. Any faults or scratches in paint or trim  
   D. Missing components such as wheel covers, mirrors or radio antennas

2. Before service begins, be sure to cover the __________, __________, and __________ with protective coverings.

3. In hybrid vehicles, make sure that the technician has possession of the __________ and that the vehicle is not in the ready mode before starting any inspection or service procedure.

4. A ____________ is usually recommended anytime the vehicle is in the shop for service or repair.

5. Windshield wiper blades are constructed of __________ and tend to become brittle due to age.
6. What is the purpose of the cabin filter?

7. Name three ways of inspecting brake fluid:

8. If the oil has a “milky” appearance, it indicates potential ___________ in the system or some other malfunction.

9. Name three basic types of automatic transmission fluid:

10. What is the name of the tool above and what is it used for?