

Question 17 (6 marks)

You are required to telephone an automotive parts supplier to order a replacement front bumper bar for a vehicle.

- (a) Before making the call, list FOUR important pieces of information that you should have from the vehicle. 4

- ① the make of vehicle
- ② the year model
- ③ the type of car (e.g. body shape, Passero, Lancer, etc.)
- ④ vch number

- (b) The parts supplier has provided the part number and price. 2

What are TWO questions that you should ask the parts supplier to allow you to plan your repair schedule?

- ① When will you receive the part or do you have it in stock?
- ② ~~Is the part in stock?~~ ~~Can you deliver it?~~ ~~When will it be delivered?~~