

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

The cars model (year, type)
The cars make (company which built it)
part number of old bumper
colour of the car (paint code)

- (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?

If the part must be picked up or if it will be sent.
The recommended time for bumper removal and refit on the car.