

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

Four important pieces of information need from the vehicle include the Vehicle Identification Number (VIN), registration and current colour of the car to ensure the right bumper bar is ordered.

- (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?

How long until the parts will arrive?
When can the parts be delivered to the workplace?