

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 Make & Model, front bumper bar details and any other relevant details, such as front bumper bar 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?

The time when can I get the part, & ~~what~~ is that the right part.