

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

- Licence plate
- Vehicle registration
- Vehicle Identification Number (VIN)
- The ~~A~~ age of the model

- (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?

- What time will they be arriving at the workshop?
- Are there going to be any delays in ordering the bumper bar.