

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**

.....
.....
.....
.....

- (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?

.....
.....
.....
.....