

**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 components that need to be replaced, chassis number  
engine number, type of oil and coolant used, types  
of hoses used.

- (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?

do you have it in store, how long until  
it gets here.