

**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

- Name of vehicle.....
- Year of vehicle.....
- Colour of vehicle.....
- Vin 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?

- Has it got all the nuts and bolts to replace the bumper?
- When will it arrive?