

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

You should list the ^{Year}~~age~~, make, model, and the Vin number these all help the supplier find ~~and~~ the part a lot easier and to see if they can get it in.

- (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?

When can you get the part in?

Do we need to pick it up?