

WSIADA READ & RESPOND QUIZ

MAY 2025

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I have read and understand the disclaimer above.

Dealership Name _____

Motor Vehicle Dealer No. _____

Date _____

Quiz Taker's Name _____

Position _____

Signature _____

Email _____

Business Phone _____

Fax _____



CIRCLE THE CORRECT ANSWER.

1 What is one of the biggest challenges dealerships face in managing recalls?

- A. Recalls are too expensive to perform
- B. Customers don't trust dealerships
- C. The recall process is fragmented and overly manual
- D. OEMs don't allow dealerships to perform recalls

2 Why is controlling terminology in marketing and sales especially important for auto dealers?

- A. It simplifies paperwork for regulatory filings
- B. It ensures higher loan approval rates
- C. It reduces legal risk and enhances customer understanding
- D. It guarantees faster vehicle sales

3 What are the three foundational elements that determine the success or failure of a dealership's safety and compliance program?

- A. Regulations, equipment, and budget
- B. Time, commitment, and accountability
- C. Training, communication, and software
- D. Leadership, insurance, and SDS sheets

4 Which of the following is an example of a prohibited practice that involves misrepresenting the vehicle's value to the finance source?

- A. Front-End Improvement
- B. Inconsistent Bookout Practices
- C. Straw Purchase
- D. OFAC Issues

5 What change has occurred in the auditing process since the author started with gvo3 in 2007?

- A. Dealerships now use only handwritten documents for deals.
- B. All reviews are done manually with paper deal jackets.
- C. The process has transitioned to include full electronic deal jacket reviews.
- D. Signature on file is now an acceptable industry standard.

6 Why is hazard communication the most cited safety issue in automotive dealerships?

- A. Most dealerships don't know how to access SDS sheets
- B. Employees ignore chemical hazard labels
- C. Dealerships fail to match SDSs to site-specific chemicals and provide proper training
- D. OSHA frequently changes its rules on chemical use

7 Why are recalls considered a profitable opportunity for dealerships?

- A. They cost customers a lot of money
- B. They are typically quick to complete
- C. They have a high gross margin and often lead to additional service upsells
- D. OEMs pay dealerships bonuses for every recall performed

8 Which of the following terms is recommended for use instead of outdated or misleading industry jargon?

- A. "Doc fee" instead of documentary fee
- B. "Yo-yo deal" instead of spot delivery
- C. "Voluntary protection products" instead of add-on products
- D. "The box" instead of the office

9 What is one major benefit of mobile service for recalls?

- A. It reduces the dealership's need for trained technicians
- B. It eliminates the need for OEM approval
- C. It allows dealerships to perform recalls without customer consent
- D. It increases recall completion rates by making service more convenient

10 What strategy helped a Southern California dealer group improve safety accountability among managers?

- A. Installing more surveillance in service bays
- B. Offering bonuses for zero-incident months
- C. Having the three lowest-scoring managers explain their performance at meetings
- D. Hiring an external agency to run their entire safety program

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