

Recreational Vehicle (RV) Technician Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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SAMPLE

Questions

- 1. What type of forms should a dealer or repair facility maintain for vehicle maintenance?**
 - A. Sales receipt forms**
 - B. Customer feedback forms**
 - C. Warranty registration forms**
 - D. Invoice forms**
- 2. How are 12V DC blower motors protected?**
 - A. Fuses**
 - B. Relays**
 - C. Thermally**
 - D. Circuit breakers**
- 3. According to Ohm's law, how do you find the amperage in a circuit?**
 - A. Multiply volts by resistance**
 - B. Add volts and resistance**
 - C. Divide volts by resistance**
 - D. Subtract resistance from volts**
- 4. In a battery bank, if the positive terminals are connected, what configuration results?**
 - A. Short circuit**
 - B. Series**
 - C. Parallel**
 - D. Open circuit**
- 5. How should customers be treated in a service environment?**
 - A. With urgency and haste**
 - B. With respect**
 - C. With indifference**
 - D. With skepticism**

- 6. What is the main supply on/off valve for the propane system called?**
- A. Gas relief valve**
 - B. Service valve assembly**
 - C. Shutoff valve assembly**
 - D. Pressure regulator**
- 7. In the service triangle, who typically fills the enter position?**
- A. The technician**
 - B. The dealer**
 - C. The customer**
 - D. The manufacturer**
- 8. When is a GFCI required for a new 120 VDC receptacle installation?**
- A. In a bathroom**
 - B. 6 feet from a wet location**
 - C. On the exterior of the RV**
 - D. All of the above**
- 9. What should test results always be recorded on?**
- A. Customer feedback forms**
 - B. Repair orders**
 - C. Inventory sheets**
 - D. Time sheets**
- 10. How many amps will a 120V, 100W bulb draw?**
- A. 0.5**
 - B. 0.83**
 - C. 1.0**
 - D. 1.25**

Answers

SAMPLE

1. C
2. C
3. C
4. A
5. B
6. B
7. C
8. D
9. B
10. B

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Explanations

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1. What type of forms should a dealer or repair facility maintain for vehicle maintenance?

- A. Sales receipt forms**
- B. Customer feedback forms**
- C. Warranty registration forms**
- D. Invoice forms**

Maintaining warranty registration forms is crucial for dealers and repair facilities in the context of vehicle maintenance for several reasons. These forms hold significant importance in tracking manufacturer warranties associated with the vehicles sold or serviced. When a vehicle is sold, registering the warranty ensures that the customer receives any applicable repair or replacement services under warranty terms. This documentation also aids the facility in managing customer service by providing a clear record of which vehicles are still under warranty and what services have been rendered. Additionally, warranty registration forms contribute to inventory management, helping technicians to understand repair limitations and coverage while also protecting the dealership or repair facility from liability issues if a warranty claim arises after a service when accurate records are not kept. Although other forms like sales receipt, customer feedback, and invoice forms have their own purposes, warranty registration forms specifically align with compliance and customer assurance in the context of vehicle maintenance. This makes them essential for maintaining proper documentation and ensuring a reputable service process.

2. How are 12V DC blower motors protected?

- A. Fuses**
- B. Relays**
- C. Thermally**
- D. Circuit breakers**

12V DC blower motors are often protected thermally to prevent damage caused by overheating. This thermal protection typically comes in the form of thermal cut-off switches or sensors built into the motor itself. When the temperature of the motor exceeds a specified threshold due to conditions such as excessive load, blocked airflow, or electrical faults, the thermal protector interrupts the power supply to the motor. This mechanism helps to ensure the motor does not operate at unsafe temperatures, which could lead to the deterioration of its components or even a complete motor failure. While fuses, relays, and circuit breakers are all important protective devices in electrical systems, they primarily protect against overcurrent situations rather than directly monitoring temperature. Fuses will blow when a specific current threshold is exceeded, which can prevent higher voltage from overloading the motor. Circuit breakers serve a similar function, tripping to protect against overloads. Relays can help control power flow in a circuit but do not offer thermal protection themselves. Thus, the use of thermal protection is specifically designed to address overheating issues, making it a crucial aspect in safeguarding 12V DC blower motors.

3. According to Ohm's law, how do you find the amperage in a circuit?

- A. Multiply volts by resistance**
- B. Add volts and resistance**
- C. Divide volts by resistance**
- D. Subtract resistance from volts**

Ohm's law states that the current (amperage) in a circuit is directly proportional to the voltage and inversely proportional to the resistance. The formula for Ohm's law can be expressed as: $I = V / R$ where I represents the current in amperes (A), V is the voltage in volts (V), and R is the resistance in ohms (Ω). This means that to find the amperage in a circuit, you need to take the voltage and divide it by the resistance. This relationship helps in understanding how changes in voltage or resistance will affect the current flowing through a circuit. Understanding this principle is crucial for troubleshooting and designing electrical systems in recreational vehicles, as it allows technicians to determine how much current will flow under specific voltage and resistance conditions, ensuring safe and efficient operation of electrical components.

4. In a battery bank, if the positive terminals are connected, what configuration results?

- A. Short circuit**
- B. Series**
- C. Parallel**
- D. Open circuit**

When the positive terminals of a battery bank are connected together, this configuration results in a parallel connection. In a parallel setup, the positive terminals of each battery are interconnected, and the same goes for the negative terminals. This means that all batteries share the same voltage while their capacities (amp-hours) add up. In contrast, a short circuit occurs when there is a direct connection between the positive and negative terminals of a power source without any load. This creates a path with very low resistance that can lead to excessive current flow, potentially damaging the batteries. Thus, connecting the positive terminals alone does not produce a short circuit but instead allows for a parallel configuration that enhances the overall charge capacity of the battery bank while maintaining the same voltage. Understanding this distinction is crucial for proper battery bank setup and management in recreational vehicle applications.

5. How should customers be treated in a service environment?

- A. With urgency and haste**
- B. With respect**
- C. With indifference**
- D. With skepticism**

Customers should be treated with respect in a service environment because this approach fosters positive relationships and enhances customer satisfaction. Respectful treatment involves listening to customers' needs, acknowledging their value, and providing attentive service. When customers feel respected, they are more likely to communicate openly, share their concerns, and trust the service provider. This not only encourages repeat business but also generates positive word-of-mouth, which is invaluable for any service-oriented establishment. Additionally, showing respect can help de-escalate potential conflicts and resolve issues more effectively, creating a healthier and more productive interaction.

6. What is the main supply on/off valve for the propane system called?

- A. Gas relief valve**
- B. Service valve assembly**
- C. Shutoff valve assembly**
- D. Pressure regulator**

The main supply on/off valve for the propane system is referred to as the service valve assembly. This component plays a crucial role in controlling the flow of propane gas from the tank to the rest of the system. By allowing or restricting the flow, the service valve assembly is essential for safely starting or shutting down the propane system, particularly when maintenance or repairs are needed. This valve is typically located on the propane tank and is integral to ensuring that gas does not leak when the system is not in use, thus maintaining safety. Other components like the gas relief valve, shutoff valve assembly, and pressure regulator serve different functions. The gas relief valve is designed to release pressure if it becomes excessive, while the pressure regulator controls the pressure of the propane delivered to the appliances. The shutoff valve assembly, while similar, usually refers to valves used at specific points within the system rather than the main supply.

7. In the service triangle, who typically fills the enter position?

- A. The technician**
- B. The dealer**
- C. The customer**
- D. The manufacturer**

In the context of the service triangle, the central position is typically occupied by the customer. This concept emphasizes the importance of the customer's experience and satisfaction as the core of the business relationship. While technicians, dealers, and manufacturers each play vital roles in delivering services and products, the customer's needs and expectations are fundamental to guiding the interactions and ensuring successful outcomes. The service triangle illustrates how the customer is at the intersection of the relationships, meaning their feedback, preferences, and demands shape the behaviors and approaches of both the technicians and the dealers. Maintaining a focus on the customer fosters a service-oriented mentality, enhancing overall service quality and customer loyalty.

8. When is a GFCI required for a new 120 VDC receptacle installation?

- A. In a bathroom**
- B. 6 feet from a wet location**
- C. On the exterior of the RV**
- D. All of the above**

A Ground Fault Circuit Interrupter (GFCI) is required in various situations to enhance safety and prevent electrical shock, especially in places where water is present. In a bathroom, the risk of electrical shock increases due to the proximity of water and plumbing fixtures, making a GFCI essential to protect users. Additionally, locations near water, such as areas six feet from a wet location, pose similar risks, and GFCIs are mandated to address these hazards. Exterior installations of receptacles also require GFCIs because outdoor environments are exposed to elements like rain, which can increase the risk of ground faults. The requirement for GFCIs in all these specific situations underscores the importance of safety measures in electrical installations, especially in moisture-prone environments. Therefore, stating that a GFCI is required for a new 120 VDC receptacle installation in bathrooms, near wet locations, and on the exterior of the RV reflects a comprehensive understanding of safety standards and best practices for electrical installations in recreational vehicles.

9. What should test results always be recorded on?

- A. Customer feedback forms
- B. Repair orders**
- C. Inventory sheets
- D. Time sheets

Recording test results on repair orders is essential in the context of RV technician work for several reasons. Repair orders serve as a detailed documentation of the services performed on a vehicle. When tests are executed, the results should be noted here to maintain a comprehensive history of the work done. This documentation allows for clearer communication between the technician and other staff, ensuring that everyone understands the status of the vehicle, any issues identified, and the necessary follow-up actions. It also provides a legal record in case of disputes or warranty claims, as it shows the work performed and the condition of the vehicle at the time of servicing. Additionally, having test results on repair orders contributes to maintaining accurate records for future reference. It enables technicians to track patterns or recurring issues with specific models or systems, enhancing diagnostic processes and improving service quality over time. This level of detailed record-keeping is not typically associated with customer feedback forms, inventory sheets, or time sheets, which serve different purposes in the business operations.

10. How many amps will a 120V, 100W bulb draw?

- A. 0.5
- B. 0.83**
- C. 1.0
- D. 1.25

To determine how many amps a 120V, 100W bulb will draw, we can use the relationship defined by Ohm's Law, which states that Power (in watts) is equal to Voltage (in volts) multiplied by Current (in amperes). The formula can be rearranged to calculate current as follows: $\text{Current (I)} = \text{Power (P)} / \text{Voltage (V)}$. In this case, we substitute the values: Power (P) = 100 watts, Voltage (V) = 120 volts. Using the formula: $I = 100W / 120V$. Calculating this gives: $I = 0.8333...$ amps, which can be simplified to approximately 0.83 amps. This calculation demonstrates that choosing 0.83 amps is accurate for a 120V, 100W bulb, confirming that this option is indeed the correct answer. Understanding this principle is fundamental for RV technicians, as they often need to calculate electrical loads for various RV components and ensure proper power distribution and safety within electrical systems.