

Safelite 6.0 Practice Test (Sample)

Study Guide



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Questions

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- 1. Why is insurance coverage relevant to windshield replacement choices?**
 - A. It can dictate the type of glass used**
 - B. Policies may cover repairs or offer incentives for specific providers**
 - C. Insurance often leads to higher costs**
 - D. Coverage determines the type of labor used for replacements**
- 2. How many times can a part be activated using Aktivator Pro?**
 - A. 2 times**
 - B. 3 times**
 - C. 4 times**
 - D. 5 times**
- 3. How can customers contact Safelite for support?**
 - A. Through email only**
 - B. Via phone, website, or mobile app**
 - C. By visiting a physical store location**
 - D. Using social media platforms**
- 4. How can you determine if Aktivator Pro is no longer usable?**
 - A. It has a clear consistency**
 - B. It has a milky/cloudy appearance and/or is expired**
 - C. It has a strong odor**
 - D. It dries too quickly**
- 5. Why is it important to document the vehicle condition before service?**
 - A. To maintain a log for company records**
 - B. To avoid liability issues related to pre-existing damage**
 - C. To ensure quicker service times**
 - D. To impress the customer with professionalism**

- 6. What level of Rust includes deep pitting in its description?**
- A. Level 1**
 - B. Level 2**
 - C. Level 3**
 - D. Level 4**
- 7. Which factor is least likely to influence the cost of windshield replacement?**
- A. Type of glass used**
 - B. Vehicle color**
 - C. Labor costs**
 - D. Vehicle make and model**
- 8. What does minimum drive away strength refer to in adhesive application?**
- A. The time it takes to reach full curing**
 - B. The time it takes the adhesive to meet FMVSS 208/212 requirements**
 - C. The time required for initial bonding**
 - D. The time for easy removal of the adhesive**
- 9. Once Aktivator Pro is applied, how long is it active?**
- A. 4 hours**
 - B. 6 hours**
 - C. 8 hours**
 - D. 10 hours**
- 10. How are modern windshields designed to absorb impact?**
- A. By using thicker glass**
 - B. Through laminated glass construction**
 - C. By incorporating springs in the frame**
 - D. Using a single layer of tempered glass**

Answers

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

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Explanations

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- 1. Why is insurance coverage relevant to windshield replacement choices?**
- A. It can dictate the type of glass used**
 - B. Policies may cover repairs or offer incentives for specific providers**
 - C. Insurance often leads to higher costs**
 - D. Coverage determines the type of labor used for replacements**

Insurance coverage is particularly relevant to windshield replacement choices because policies may include provisions that cover repairs, offer incentives for using specific providers, or dictate certain preferred replacement methods. When a policyholder files a claim for windshield damage, their insurance policy may specify whether they will cover the full cost of the replacement, a partial reimbursement, or direct payments to preferred vendors. This can greatly influence the choices available to the insured party, as they may be more inclined to select options aligned with their policy's stipulations to minimize out-of-pocket expenses. Understanding how insurance coverage impacts replacement choices is essential for both consumers and repair professionals, as it shapes the overall experience following vehicle damage. While other factors like the type of glass and labor might play a role, the primary influence here is the insurance policy and its specifics regarding coverage for repairs and provider incentives.

- 2. How many times can a part be activated using Aktivator Pro?**
- A. 2 times**
 - B. 3 times**
 - C. 4 times**
 - D. 5 times**

The correct answer indicates that a part can be activated using Aktivator Pro four times. This feature is designed to optimize the functionality of the tool while maintaining flexibility for the user. Each activation allows for adjustments or changes to be made, ensuring that the technician can achieve the best possible outcome with the parts being used. It's important for technicians to understand this limitation, as knowing the number of activations helps in planning the repair process effectively. Overusing or exceeding the activation limit could lead to complications or decreased performance, impacting overall efficiency during repairs. Understanding this detail is key to managing expectations and ensuring that each part serves its purpose effectively throughout its allowed activations.

3. How can customers contact Safelite for support?

- A. Through email only
- B. Via phone, website, or mobile app**
- C. By visiting a physical store location
- D. Using social media platforms

Customers can contact Safelite for support through various channels, including phone, website, or mobile app. This multi-channel approach ensures that customers have convenient options for reaching out based on their preferences and needs. By providing support via phone, customers can speak directly with a representative for immediate assistance. The website offers a range of resources, including FAQs and the ability to schedule services, while the mobile app provides a user-friendly platform for managing appointments and accessing customer support on-the-go. Other options like using email or visiting a physical location are not comprehensive solutions in this context, as they limit customer interaction methods. Social media platforms are increasingly popular for customer service but are not included as primary support channels in this scenario. Thus, the correct answer reflects the most effective and extensive means for customers to communicate with Safelite.

4. How can you determine if Aktivator Pro is no longer usable?

- A. It has a clear consistency
- B. It has a milky/cloudy appearance and/or is expired**
- C. It has a strong odor
- D. It dries too quickly

To determine if Aktivator Pro is no longer usable, observing its appearance is key. A milky or cloudy appearance indicates the product may have degraded, which affects its effectiveness in the application process. Additionally, checking for an expiration date is crucial, as using expired products can compromise the quality and performance. Regularly assessing these factors helps ensure optimal results when using Aktivator Pro. While the other characteristics mentioned might be relevant in different contexts—such as the influence of odor or drying speed—these do not specifically signify that the product is no longer usable. Clear consistency might suggest that it is still usable, whereas strong odors could be the result of normal use or specific formulations that might not correlate with usability. Therefore, identifying signs like a milky appearance and monitoring expiration will provide the most accurate assessment of the product's usability.

5. Why is it important to document the vehicle condition before service?

- A. To maintain a log for company records**
- B. To avoid liability issues related to pre-existing damage**
- C. To ensure quicker service times**
- D. To impress the customer with professionalism**

Documenting the vehicle condition before service is crucial to avoid liability issues related to pre-existing damage. By thoroughly assessing and recording the condition of the vehicle, technicians create a clear baseline of any existing damages prior to beginning any work. This proactive approach helps protect both the service provider and the customer. In the event of a dispute or claim after service, this documentation serves as evidence that any issues present were not caused by the service conducted. This practice not only safeguards the technician and the company from potential legal claims but also builds trust with the customer by demonstrating transparency and accountability. It establishes an understanding that any damages noted were already present before service commenced, thereby minimizing the risk of misunderstandings or customer complaints. While maintaining a log for company records and impressing the customer with professionalism may have their own merits, they do not address the critical issue of liability as directly as documenting pre-existing damage does. Similarly, ensuring quicker service times is beneficial but not a primary reason for the documentation process.

6. What level of Rust includes deep pitting in its description?

- A. Level 1**
- B. Level 2**
- C. Level 3**
- D. Level 4**

Deep pitting is a characteristic associated with Level 3 rust. At this stage, the corrosion has progressed beyond surface rust and has penetrated deeper into the material, creating significant pits and cavities. This level of rust indicates a more serious structural compromise, which typically requires more extensive repair or replacement measures. Levels of rusting are often defined by the severity of the corrosion and the degree of surface damage present. Level 1 typically refers to minor surface rust, while Level 2 indicates moderate corrosion without substantial material loss. Level 4 signifies an advanced state of rusting that may involve severe damage and extensive loss of material. Thus, understanding the classification of rust levels is crucial for determining appropriate maintenance and repair strategies in order to ensure safety and longevity of materials.

7. Which factor is least likely to influence the cost of windshield replacement?

- A. Type of glass used**
- B. Vehicle color**
- C. Labor costs**
- D. Vehicle make and model**

The cost of windshield replacement is influenced by various factors, and vehicle color is the least likely to have a significant impact. The type of glass used in the replacement, such as whether it is OEM (Original Equipment Manufacturer) or aftermarket, directly affects the cost because different glass qualities come with varying price points. Labor costs also play a crucial role, as the complexity of the replacement process can vary depending on the vehicle's design and the skills required by technicians. Additionally, the vehicle make and model are critical factors since certain vehicles may require specialized windshields or additional adjustments during installation, leading to a higher cost. In contrast, the color of the vehicle does not affect the technical requirements of the windshield or the replacement process. While some customers might prefer a specific color for aesthetic reasons when dealing with other parts of the vehicle, it doesn't have a bearing on the windshield's price or the installation process itself.

8. What does minimum drive away strength refer to in adhesive application?

- A. The time it takes to reach full curing**
- B. The time it takes the adhesive to meet FMVSS 208/212 requirements**
- C. The time required for initial bonding**
- D. The time for easy removal of the adhesive**

Minimum drive away strength in adhesive application refers to the initial bond strength that allows a vehicle to be driven safely after the adhesive has been applied. It's critically important because it ensures that the adhesive has reached a certain level of strength needed for the vehicle to be driven without compromising safety, particularly in accordance with regulatory standards like FMVSS 208/212. The significance of this concept becomes clear when considering the parameters set by automotive safety regulations. Compliance with these standards confirms that the adhesive bond is strong enough to maintain structural integrity during normal vehicle operation, especially when it comes to components like windshields. While initial bonding and the time taken to reach full curing are essential considerations in the adhesive application process, they do not specifically address the readiness for safe driving, which is the crux of minimum drive away strength. Therefore, the focus of this term is on ensuring that the bond meets specific strength requirements that align with safety regulations.

9. Once Aktivator Pro is applied, how long is it active?

- A. 4 hours
- B. 6 hours
- C. 8 hours**
- D. 10 hours

The correct answer indicates that once Aktivator Pro is applied, it remains active for a duration of 8 hours. This timeframe is important because it allows professionals using Aktivator Pro to effectively manage their work and ensure that they are applying necessary processes or completing tasks within the period during which the product maintains its effectiveness. The 8-hour timeframe is significant in settings where the timing of applications is critical for optimal results and product performance. The other options suggest shorter durations, which would not adequately reflect the product's intended use or efficiency during applications that may require time beyond those limits. Being aware of the exact active time allows for better planning and execution in various scenarios, ensuring that the adhesive qualities of Aktivator Pro are utilized to their fullest before any potential decline in efficacy begins.

10. How are modern windshields designed to absorb impact?

- A. By using thicker glass
- B. Through laminated glass construction**
- C. By incorporating springs in the frame
- D. Using a single layer of tempered glass

Modern windshields are designed to absorb impact primarily through laminated glass construction. This technique involves sandwiching a layer of polyvinyl butyral (PVB) between two layers of glass. This not only provides enhanced safety by preventing shattering upon impact, allowing the glass to remain adhered to the interlayer, but it also improves sound insulation and reduces the likelihood of injuries from sharp glass shards in the event of a collision. The laminated structure effectively distributes the force of an impact, thereby enhancing the durability and resilience of the windshield. While thicker glass may offer some degree of protection and tempered glass can withstand certain types of stress, they do not provide the same level of impact absorption and safety features that laminated glass does. The use of springs in the frame is not a standard method for impact absorption in windshields, as their primary function is structural support rather than energy dispersion. Thus, the laminated glass construction stands out as the most effective design for impact absorption in modern windshields.