

Wisconsin Motor Vehicle Salesperson Manual Practice Test (Sample)

Study Guide



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SAMPLE

Questions

- 1. What is an example of a vehicle manufactured by a second stage manufacturer?**
 - A. A motor home completed by a second stage manufacturer in 2008 on a 2007 incomplete vehicle chassis**
 - B. A sedan with aftermarket wheels**
 - C. A sports car with a custom paint job**
 - D. An electric car converted from a diesel engine**
- 2. What is required from a salesperson in the event of a vehicle theft?**
 - A. To notify law enforcement and inform the customer**
 - B. To issue a refund to the customer**
 - C. To replace the vehicle without cost**
 - D. To provide a free service contract**
- 3. What is prohibited in advertising to induce the purchase of a motor vehicle?**
 - A. Including all fees in the price**
 - B. Offering discounts**
 - C. Using false, deceptive, or misleading advertising or representations**
 - D. Providing vehicle history**
- 4. When advertising both vehicles for sale and for lease in the same ad, you must do what?**
 - A. Clearly identify which vehicles are for lease and which are for sale**
 - B. Clearly identify which vehicles are for sale and which are for trade-in**
 - C. Identify the vehicles' color options**
 - D. Identify the vehicles' financing options**
- 5. What is the minimum age requirement to become a licensed motor vehicle salesperson in Wisconsin?**
 - A. 16 years old**
 - B. 18 years old**
 - C. 20 years old**
 - D. 21 years old**

- 6. What must the Wisconsin Buyers Guide provide regarding a vehicle?**
- A. The vehicle's prior use**
 - B. Previous financing information**
 - C. Service history**
 - D. Insurance costs**
- 7. Which of the following is included in the Wisconsin Buyers Guide?**
- A. Fuel efficiency information**
 - B. Manufacturing defects**
 - C. The vehicle's prior use**
 - D. Accident history**
- 8. Which form is used to apply for a salesperson license?**
- A. MV2184**
 - B. DL1234**
 - C. MV2356**
 - D. MV2080**
- 9. What action must salespersons take if they suspect fraudulent activity?**
- A. Ignore and continue the sale**
 - B. Report it to the appropriate authorities immediately**
 - C. Confront the customer directly**
 - D. Consult with co-workers**
- 10. In which case can a Wisconsin dealer legally adjust the purchase price of an order-out vehicle?**
- A. Changes in the chassis year**
 - B. Changes by the manufacturer in the vehicle's base price**
 - C. Changes in interior color preferences**
 - D. Changes in tire specifications**

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. What is an example of a vehicle manufactured by a second stage manufacturer?

A. A motor home completed by a second stage manufacturer in 2008 on a 2007 incomplete vehicle chassis

B. A sedan with aftermarket wheels

C. A sports car with a custom paint job

D. An electric car converted from a diesel engine

A second stage manufacturer is a company that completes an incomplete vehicle chassis by adding additional features and equipment. This process typically involves modifying and altering the original vehicle to create a new and unique product. Therefore, options B, C, and D are incorrect because they do not involve modifying an incomplete vehicle chassis. A sedan with aftermarket wheels, a sports car with a custom paint job, and an electric car converted from a diesel engine are all examples of modified vehicles, but they were not manufactured by a second stage manufacturer.

2. What is required from a salesperson in the event of a vehicle theft?

A. To notify law enforcement and inform the customer

B. To issue a refund to the customer

C. To replace the vehicle without cost

D. To provide a free service contract

In the event of a vehicle theft, it is essential for the salesperson to notify law enforcement and inform the customer. This action is crucial for a few reasons. First, alerting law enforcement initiates the process of recovering the stolen vehicle, as authorities can start investigating and looking for recovery options. Second, informing the customer ensures transparency and allows them to understand the situation, which can alleviate some of their concerns during such a stressful time. Additionally, proper communication with the customer can help maintain trust and demonstrate the salesperson's responsibility and professionalism. It is important for the salesperson to follow the correct protocol in such situations, as they can play a vital role in both the potential recovery of the vehicle and customer satisfaction. In contrast, issuing a refund, replacing the vehicle without cost, or providing a free service contract may not be standard requirements in the event of a theft, as those actions usually pertain to different circumstances such as product defects or customer dissatisfaction rather than theft.

3. What is prohibited in advertising to induce the purchase of a motor vehicle?

A. Including all fees in the price

B. Offering discounts

C. Using false, deceptive, or misleading advertising or representations

D. Providing vehicle history

When advertising to induce the purchase of a motor vehicle, it is important to ensure that all statements and representations are true and not misleading. Option A and B are incorrect because including fees in the price and offering discounts are common advertising practices and are not necessarily prohibited. Option D is also incorrect because providing vehicle history is actually encouraged in advertising as it can help build trust with potential buyers. Option C is the correct answer because using false, deceptive, or misleading advertising or representations is explicitly prohibited in order to protect consumers from being misled or making a purchase based on false information.

4. When advertising both vehicles for sale and for lease in the same ad, you must do what?

A. Clearly identify which vehicles are for lease and which are for sale

B. Clearly identify which vehicles are for sale and which are for trade-in

C. Identify the vehicles' color options

D. Identify the vehicles' financing options

When advertising both vehicles for sale and for lease in the same ad, you must clearly identify which vehicles are for lease and which are for sale. This is important because it allows potential buyers to know upfront which options are available to them. If you were to choose option B, it could cause confusion for customers who may mistake trade-in options for financing options. Option C is also incorrect because while it may provide helpful information, it does not address the specific requirements for advertising a mix of vehicles for sale and for lease. Option D is also incorrect because it only addresses one aspect of the vehicles (financing) and does not clarify the type of transaction available (sale or lease). Therefore, the most correct answer is A, as it directly addresses the main requirement for advertising both sale and lease options.

5. What is the minimum age requirement to become a licensed motor vehicle salesperson in Wisconsin?

- A. 16 years old**
- B. 18 years old**
- C. 20 years old**
- D. 21 years old**

The minimum age requirement to become a licensed motor vehicle salesperson in Wisconsin is 18 years old. This age requirement is in place because it ensures that a salesperson has reached an age where they are considered an adult and can legally enter into binding contracts, which is essential for the sales process. Additionally, being 18 years old means that individuals have typically completed their high school education, which is beneficial when engaging with customers and understanding the necessary legal and financial elements involved in vehicle sales. Younger age options are not acceptable in this context, as they would not confer the legal capacity to conduct business transactions independently. Hence, 18 years old is firmly established as the threshold to ensure both legal accountability and a level of maturity appropriate for the responsibilities of a salesperson.

6. What must the Wisconsin Buyers Guide provide regarding a vehicle?

- A. The vehicle's prior use**
- B. Previous financing information**
- C. Service history**
- D. Insurance costs**

The Wisconsin Buyers Guide is required to provide information regarding the vehicle's prior use. This includes details about the history of the vehicle such as whether it has been used as a rental or for commercial purposes. Options B, C, and D are all incorrect because they do not pertain to the vehicle's prior use and are not required to be provided in the Buyers Guide. Option B relates to financing, option C relates to service history, and option D relates to insurance costs, which are all separate from the vehicle's prior use. Therefore, option A is the most accurate choice for what the Wisconsin Buyers Guide must provide.

7. Which of the following is included in the Wisconsin Buyers Guide?

- A. Fuel efficiency information**
- B. Manufacturing defects**
- C. The vehicle's prior use**
- D. Accident history**

The Wisconsin Buyers Guide is a document that must be posted in the window of every used car offered for sale in Wisconsin. It serves as a consumer guide to protect buyers from fraud and misrepresentation. It includes information such as the vehicle's prior use, age, and mileage, as well as any written warranties offered by the dealer. Fuel efficiency information, manufacturing defects, and accident history are not typically included in the Wisconsin Buyers Guide as they are not required by law to be disclosed on the document. However, buyers can request this information from the dealer or obtain a vehicle history report for more comprehensive details.

8. Which form is used to apply for a salesperson license?

- A. MV2184**
- B. DL1234**
- C. MV2356**
- D. MV2080**

The form used to apply for a salesperson license is the MV2184 form. This form is specifically designated for salesperson license applications and provides all the necessary information and fields required to successfully apply for this license. Options B, C, and D are incorrect as they are not designated for salesperson license applications and may not have all required information or fields. It is important to use the correct form to avoid delays or complications in the application process.

9. What action must salespersons take if they suspect fraudulent activity?

- A. Ignore and continue the sale**
- B. Report it to the appropriate authorities immediately**
- C. Confront the customer directly**
- D. Consult with co-workers**

Salespersons are required to report suspected fraudulent activity to the appropriate authorities immediately because this action helps protect the integrity of the sales process and the interests of both consumers and businesses. Prompt reporting allows law enforcement or regulatory agencies to investigate the situation, which could prevent further fraudulent transactions and help safeguard other potential victims. This duty plays a crucial role in maintaining ethical standards within the automotive sales industry and ensures compliance with legal obligations designed to prevent fraud. Immediate action is essential in mitigating risks associated with fraudulent behavior, such as financial losses or legal repercussions for the dealership. The emphasis is on prioritizing the proper channels for reporting rather than taking actions that might escalate the situation or jeopardize safety.

10. In which case can a Wisconsin dealer legally adjust the purchase price of an order-out vehicle?

- A. Changes in the chassis year**
- B. Changes by the manufacturer in the vehicle's base price**
- C. Changes in interior color preferences**
- D. Changes in tire specifications**

Manufacturers may occasionally make changes to the base price of a vehicle, which can affect the purchase price for a dealer. This is the only option that addresses circumstances that are beyond the control of the dealer. Changes in chassis year, interior color preferences, and tire specifications are all choices that can be controlled by the dealer and therefore cannot legally justify a price adjustment.