

Name. _____		Printed Pages:02		
Student Admn. No.: _____				
School of Business Backlog Examination, June 2023 [Programme: BBA (MAM)] [Semester: IV] [Batch: 2021-24]				
Course Title: Vehicle Maintenance		Max Marks: 100		
Course Code: BBAM2006		Time: 3 Hrs.		
Instructions:	1. All questions are compulsory. 2. Assume missing data suitably, if any.			
		K Level	COs	Marks
SECTION-A (15 Marks)		5 Marks each		
1.	Can you provide an overview of the exterior design elements and styling cues that set the Grand Vitara variants apart from Toyota's Urban Cruiser Hyryder variants in its range?	K1	CO1	5
2.	What are the key differences between sedans, SUVs, and hatchbacks in terms of design, size, and practicality?	K2	CO2	5
3.	Can you explain the advantages and disadvantages of electric vehicles (EVs) compared to traditional internal combustion engine vehicles? Take examples of both two and three-wheeler EV's.	K2	CO2	5
SECTION-B (40 Marks)		10 Marks each		
4.	What are the key components of a comprehensive preventive maintenance program for automobiles, and why is it important to follow such a program? Can you explain the recommended intervals for oil changes and the importance of regular oil changes in maintaining the health and longevity of an engine?	K1	CO3	10
5.	What are the crucial steps to take immediately after an automobile accident to ensure the safety of all parties involved and prevent further damage? Can you explain the process of documenting and reporting an accident to the relevant authorities and insurance company?	K3	CO2	10
6.	How does a paid scheduled maintenance plan contribute to maintaining the vehicle's warranty coverage and ensuring compliance with manufacturer requirements? What are the potential consequences of neglecting or delaying paid scheduled maintenance services outlined in the plan?	K4	CO3	10
7.	Can you explain the differences between routine maintenance, preventive maintenance, and corrective maintenance in the context of automotive maintenance? OR What are the primary maintenance considerations for hybrid and electric vehicles, including battery health checks, software updates, and specialized maintenance requirements? Can you explain the significance of manufacturer-recommended maintenance schedules and how they contribute to the long-term performance and reliability of vehicles?	K4	CO4	10
SECTION-C (45 Marks)		15 Marks each		
8.	Can you provide an overview of the major global automotive players and their presence in the Indian market, including their manufacturing facilities, collaborations, or joint ventures?	K3	CO4	15

9.	Suppose a customer brings their vehicle to a company authorized service station for a repair covered by warranty, but they express concerns about the quality of the service. How would you address their concerns and reassure them of the service station's expertise and commitment to customer satisfaction?	K5	CO5	15
10	<p>Imagine you are a technician at a multi-brand service outlet, tasked with diagnosing and repairing a complex mechanical issue in a customer's vehicle. How would you approach the troubleshooting process, utilizing your expertise and available resources to find an effective solution?</p> <p style="text-align: center;">OR</p> <p>Compare and contrast the advantages and disadvantages of different alternative fuel options for heavy commercial vehicles, such as natural gas, electric powertrains, and hydrogen fuel cells. Evaluate their feasibility, infrastructure requirements, environmental impact, and potential challenges in widespread adoption. Provide recommendations for fleet operators considering transitioning to alternative fuels.</p>	K6	CO1	15