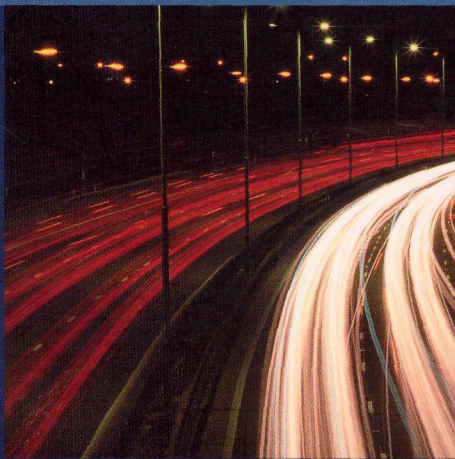


OXFORD Business English

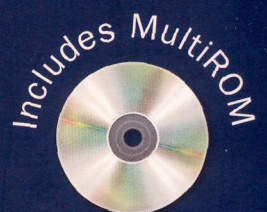
# English for the Automobile Industry

Marie Kavanagh

EXPRESS SERIES



OXFORD



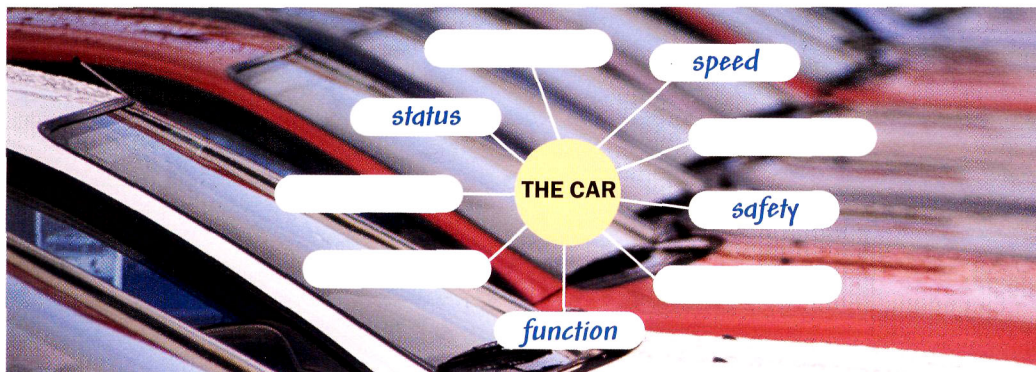


## 1

## Introduction to the car

## STARTER

What words do you think of when you see a car? Complete the diagram below.



Now compare your diagram with others in your class.

AUDIO



2-5

### 1 Different people have very different opinions about cars. Listen to the four speakers. Which person sees the car as:

- a status symbol? \_\_\_\_\_
- a lifestyle product? \_\_\_\_\_
- a functional product? \_\_\_\_\_
- a danger to the environment? \_\_\_\_\_

AUDIO



2-5

### Listen again and complete the sentences.

- The \_\_\_\_\_ and the \_\_\_\_\_ features are very important. I put a lot of thought into the car I buy – it has to be me.
- Of course if it's comfortable and safe, that's great, but I really don't care about the \_\_\_\_\_. I'm only interested in details such as the price, fuel consumption, how many seats there are, and how big the \_\_\_\_\_ is.
- The car gives me prestige. I would only buy an expensive car with a powerful \_\_\_\_\_ and all the latest \_\_\_\_\_.
- I live in the country and there's no public \_\_\_\_\_. But I think cars are polluting the world. Just think of all the \_\_\_\_\_ gases!

**Who do you agree with most? Ask the other people in your class how they see their cars. Use phrases from the Language Box on page 6 to help you discuss. Do you have the same opinions?**

**2 Here are some of the factors people consider when buying a car.**

**Match the factors (1–7) with the definitions (a–g).**

- |                     |   |
|---------------------|---|
| 1 price             | a the amount of money you get when you sell your car              |
| 2 resale value      | b how much petrol or diesel the car uses                          |
| 3 size              | c when customers always buy their cars from the same manufacturer |
| 4 interior features | d the amount of money you pay when you buy a car                  |
| 5 fuel consumption  | e the car's capacity to go fast and accelerate quickly            |
| 6 performance       | f how big the car is  |
| 7 brand loyalty     | g items inside the car  |

**3 The questionnaire below is part of a survey to find out which factors are important to people when they buy a car. Work with a partner to complete the questionnaire.**

**Car buying attitudes**

How important are the following factors when buying a car?

Rank the factors like this:  
 1 very important  
 2 important  
 3 not important

Factors involved in buying a car	Your ranking	Partner's ranking
Price		
Resale value		
Design		
Colour		
Size		
Interior features		
Engine		
Fuel consumption		
Handling		
Brand name		
Brand loyalty		
Advertising		

**Compare your results with others in the class. What are the five most important factors?**

OPINIONS AND AGREEING OR DISAGREEING			
<b>Asking for opinions</b>	<b>Giving your opinion</b>	<b>Agreeing</b>	<b>Disagreeing</b>
What do you think?	I think ...	I agree.	No, sorry, I disagree.
How do you feel about this?	In my opinion ...	I think so too.	I'm afraid I don't agree.
What's your opinion of ... ?	If you ask me ...	Yes, that's right.	I can't go along with that.



#### 4 Work with a partner to label the types of car.

convertible • ~~coupe~~ • estate (car) • hatchback • pick up • saloon • sports car • limousine • SUV



a



b



c



d



e



f



g



h



i

#### Find cars which fit the descriptions.

Which car(s) ...

- 1 has/have lots of room for passengers?
- 2 is/are good for driving on bad roads?
- 3 is/are not suitable for large families?
- 4 is/are perfect for hot, sunny weather?

British English	American English
estate car	station wagon
saloon	sedan
4 x 4	sports utility vehicle (SUV)

- 5 has/have low fuel consumption?
- 6 is/are ideal for small parking spaces?
- 7 has/have only one passenger seat?
- 8 is/are good for transporting things?



AUDIO



**5 Your son has just passed his driving test and you are going to buy him his first car. What questions would you ask a salesman before buying the car? Listen to the dialogue between John and Alison, and a salesman. Did they ask the same questions as you?**

**Listen again and complete the table of standard features with no extra cost.**

Driver airbag	Yes/No
Passenger airbag	Yes/No
Lateral airbags	Yes/No
ABS	Yes/No
No. of cylinders	
mpg	
Top speed	
CD-autochanger	Yes/No
Satellite navigation	Yes/No
Sports steering wheel	Yes/No
Leather seats	Yes/No



British English	American English
engine	(also) motor
petrol	gas(oline)

**6 Now match words from the two boxes to make expressions from the dialogue.**

1 <input type="checkbox"/> crash	5 <input type="checkbox"/> brand
2 <input type="checkbox"/> standard	6 <input type="checkbox"/> resale
3 <input type="checkbox"/> fuel	7 <input type="checkbox"/> leather
4 <input type="checkbox"/> diesel	8 <input type="checkbox"/> passenger

a consumption	e seats
b tests	f image
c value	g airbags
d equipment	h engine



**Complete the sentences with the expressions in exercise 6.**

- 1 Taking good care of your car can increase its resale value.
- 2 A high-quality CD player comes as \_\_\_\_\_ with this model.
- 3 I drive a car with a \_\_\_\_\_ because of the better fuel consumption.
- 4 Manufacturers use \_\_\_\_\_ to improve the safety of their cars.
- 5 Volkswagen improved Skoda's \_\_\_\_\_ after it took over the company.
- 6 This model has a \_\_\_\_\_ of 3.3 litres per 100 km.
- 7 \_\_\_\_\_ are standard equipment throughout Europe.
- 8 This model has optional \_\_\_\_\_ with black headrests.

**7 Which types of car would you recommend for the people below? Compare your choices with a partner.**

**1** Twenty-nine-year-old business woman Janet Dawson is single, independent, and ambitious. She loves driving and travels a lot for business and pleasure.

**2** Joan Hill is a single mother with three children. She lives in the country far from the town and the children's school. She sees the car as a functional object.

**3** Edward Mitchell is a fifty-year-old stockbroker. He enjoys life in the fast lane. He has plenty of money and loves cars.

**4** Sandra and Toby Reed have two small children and a dog. They like to go skiing, camping, and fishing. Sandra is an engineer and Toby stays at home and looks after the children.

**5** John Owens is a twenty-year-old bank clerk. This is his first car and first job. He still lives at home.

**6** Sue and Tom Benton are a young couple. Both have good jobs and no children. They like to be trendsetters.

**8 Work together with a partner to do the following role-play.**

Partner A: You want to buy a new car for yourself. Tell the salesperson what your requirements are.

Partner B: You are the salesperson in the car showroom. Help the customer.

**RECOMMENDING**

I recommend ...

You need a car which ...

Have you thought about ... ?

Why don't you buy a ... ?

If I were you, I would buy a ...

A ... would be ideal/perfect for you.

You should/shouldn't buy a ...



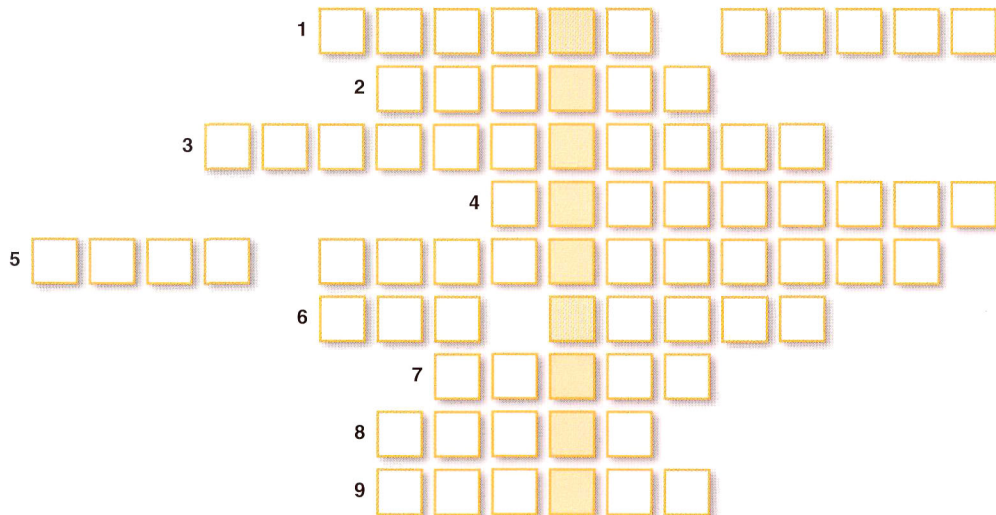
**9 How well do you know your partner? Use words from the box to complete the table for you and your partner. Then work together to check your answers.**

always • normally • frequently • often • sometimes • seldom • never

How often do you ... ?	You	Your partner
• buy a new car		
• check your tyre pressure		
• travel on holiday by car		
• tow a caravan		
• go over the speed limit		
• hire a car		
• lend your car to someone		
• change the oil		
• wash your car		
• read car magazines		
• pick up hitch-hikers		

**10 Complete the puzzle and find an expensive type of car. The answers are all words from this unit.**

- |  |   |
|--|---|
| 1 The amount of money you can get for your car when you want to sell it. | 5 A measurement which tells you how much petrol or diesel a car can go. |
| 2 Another word for <i>motor</i> .  | 6 The fastest a car can go.   |
| 3 The car's capacity to go fast and accelerate quickly.                  | 7 This is a very important buying factor.                               |
| 4 People who worry about the environment say cars cause this.            | 8 Volkswagen, Opel, and Fiat are all examples of this.                  |
|  | 9 Features that can save your life.                                     |





## OUTPUT

Read the magazine article and answer the questions which follow.

## What's in a name?

Have you ever thought about car names? Do they actually mean anything? And do you know what the name of *your* car means?

For example, you may think 'Rover' is just a name, but there is never just a name in marketing. A rover is a wanderer – someone who likes to travel around. So the name suggests mobility, freedom, having fun, and going wherever you want to go. These were important qualities when Rover cars first came on the market.

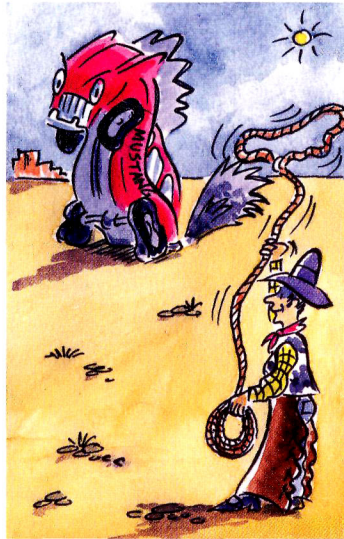
Marketing departments of car companies spend a lot of time and money thinking up names for cars. The names should be a reflection of the brand, product, and target group. The car you drive tells the world about your status, how much money you have, and the socio-economic group you belong to (or

want to belong to). Good car names are catchy and fit the product, such as the 'Beetle' or the 'Mini'.

The name should also appeal to a global audience. At the very least, the name should not mean anything bad in another language. (This was why Rolls-Royce decided not to use the name 'Silver Mist' for one model: mist means animal manure in German!)

American car makers like to give their SUVs names that remind people of the Wild West, full of adventure and danger. Did you know

that 'Wrangler' is another word for cowboy? Or that 'Maverick' means an unbranded cow that has strayed from the herd? People who own SUVs seldom drive them off-road, but they enjoy the feeling of excitement that the name creates.



### OVER TO YOU

How important is the name of a car to you? Would you buy a car even if you didn't like the name?

How many car names do you know the meaning of?

Imagine you work in the marketing department of a large car manufacturer and you want to produce a small sports car with women as a target group. What would you call it?

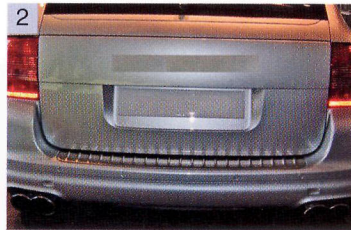


## 2

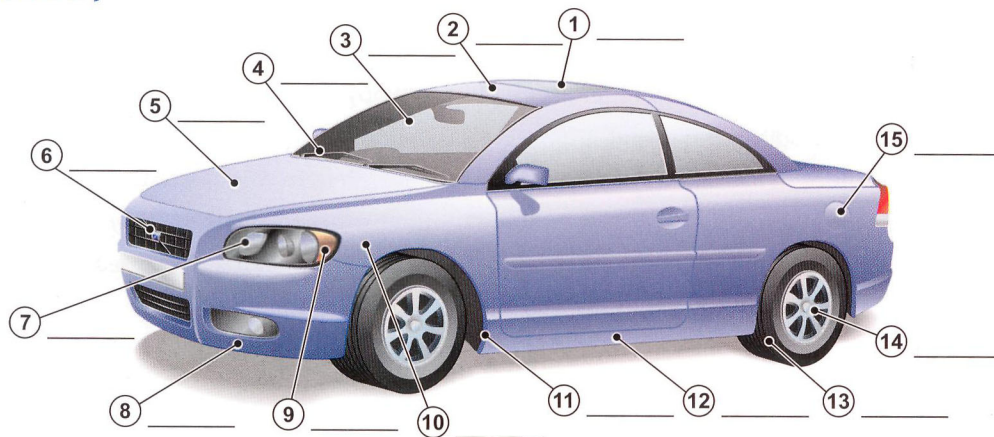
## The exterior

## STARTER

It is important for car makers that customers can easily identify the front and the rear of their cars. How many of the cars below can you identify?

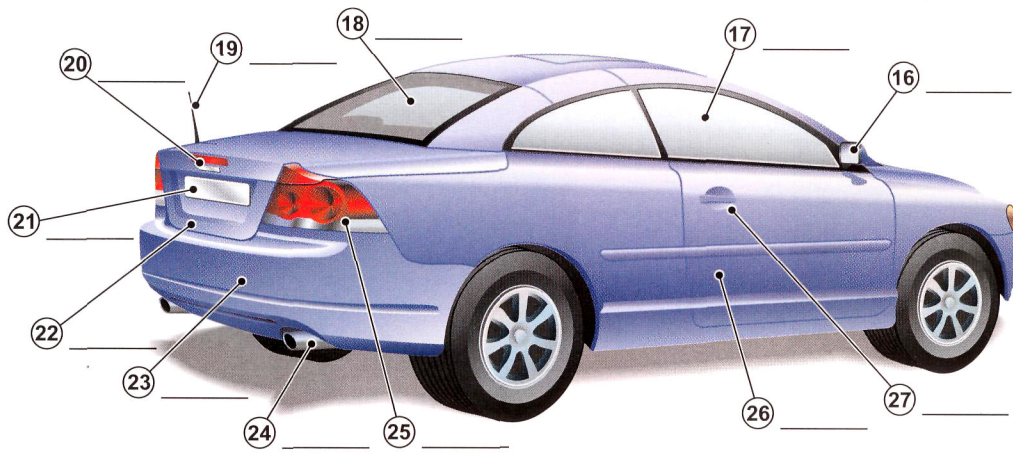


## 1 Label the parts of the car.



bonnet • front bumper • headlight • indicator • petrol cap or flap •  
 roof • sill • sunroof • tyre • wheel arch • wheel trim • logo •  
 windscreen • windscreen wiper • wing





aerial • badge • boot • door •  
 door handle • exhaust pipe •  
 number plate • rear bumper •  
 rear window • wing mirror •  
 side window • rear light

British English	American English
aerial	antenna
bonnet	hood
boot	trunk
indicator	turn signal
number plate	license plate
petrol cap or flap	gas tank lid
tyre	tire
windscreen	windshield
wing	fender

**2 Complete the sentences with words from exercise 1.**

- You open the bonnet to look at the engine.
- The \_\_\_\_\_ absorb small impacts in an accident.
- Don't forget to retract the \_\_\_\_\_ before using the car wash.
- Can you put my suitcases in the \_\_\_\_\_, please?
- When it starts raining, you need to switch on the \_\_\_\_\_.
- 'What model is that?' 'I don't know, I can't see the \_\_\_\_\_ from here.'
- It is important to inflate the \_\_\_\_\_ to the correct pressure for better fuel consumption.
- The Mercedes star is a well-known \_\_\_\_\_.
- Open the \_\_\_\_\_ and let some sun and fresh air into the car.
- I wish all drivers would use their \_\_\_\_\_ when they want to turn right or left!

**3 Match words from the two boxes to find the exterior car parts.**

1 <input type="checkbox"/> head	6 <input type="checkbox"/> petrol
2 <input type="checkbox"/> rear	7 <input type="checkbox"/> windscreen
3 <input type="checkbox"/> exhaust	8 <input type="checkbox"/> wing
4 <input type="checkbox"/> wheel	9 <input type="checkbox"/> door
5 <input type="checkbox"/> front	10 <input type="checkbox"/> number

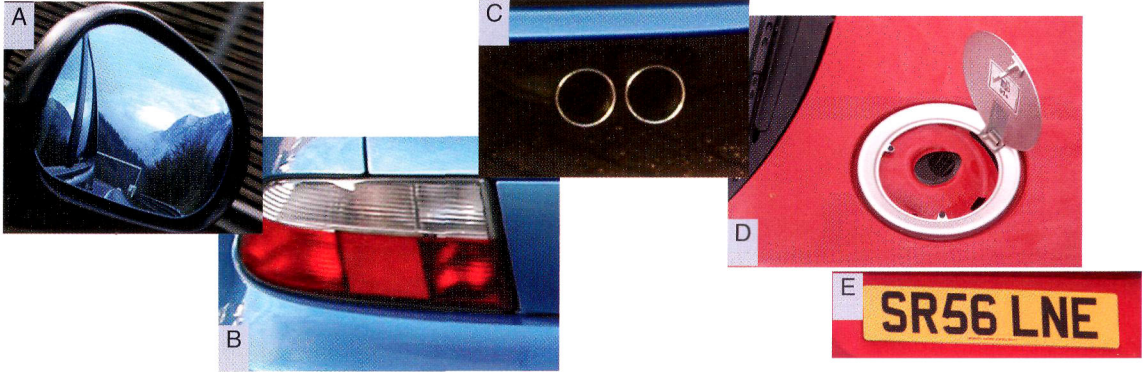
a wipers	f cap
b lights	g mirror
c plate	h handle
d trim	i lights
e bumper	j pipe



AUDIO



#### 4 Listen to the descriptions of different car parts. Match the pictures with the descriptions and say what they are called.



Speaker: 1  E 2  3  4  5

Now describe another car part in a similar way. Can the other students guess which car part you are describing?

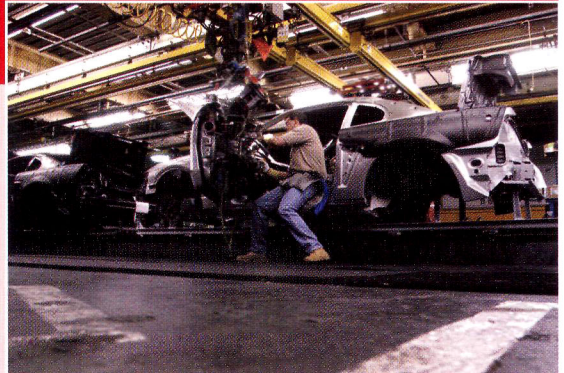
#### 5 Read the text about car production and complete the diagram on page 15.

## BUILT TO ORDER

Almost every car is produced to the customer's specific requirements – a built-to-order car.

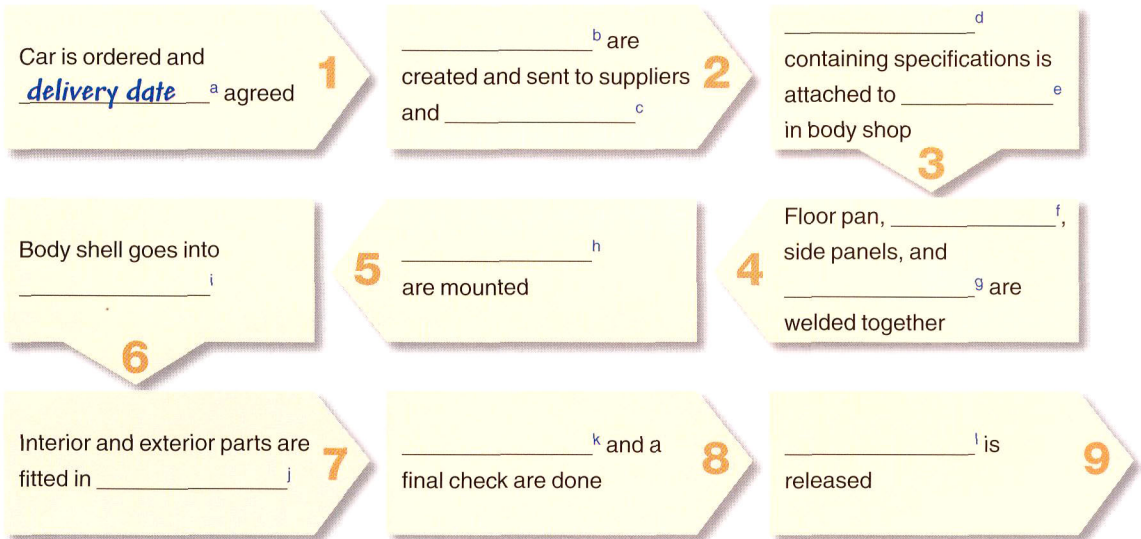
As soon as a car is ordered and a delivery date agreed, weekly and daily production schedules are created and sent to outside suppliers and the company's own pre-assembly stations. This is to make sure that all the necessary components arrive on time.

First of all, a small data carrier is attached to the floor pan in the body shop. This data carrier contains all the customer's specifications and communicates wirelessly with control units along the production line. In the body shop the floor pan, wheel arches, side panels, and roof are welded together by robots to make the frame of the car. The add-on parts – the doors, boot lid, and bonnet – are then mounted to make the body-in-white.



The finished body shell then goes into the paint shop where the data carrier determines the colour. In final assembly, the interior and exterior parts (for example the front and rear bumpers, headlights, windscreen, and other windows) are fitted. After quality control and a final check, the finished car can be released. It is now ready for delivery to its new owner.





### THE PASSIVE

We often use the passive voice to describe a process. It is formed using the verb *to be* and the past participle (the 3rd form) of the verb. We use *by* to say who or what does the action.

*Almost every car **is produced** to the customer's specifications.*

*The floor pan ... and the roof **are welded by** robots.*

*The finished car **can be released**.*

## 6 Complete the sentences with the passive form of the verb in brackets.

- This model is produced (produce) in the new factory in Poland.
- German cars \_\_\_\_\_ (sell) all over the world.
- The orders \_\_\_\_\_ (can/place) by fax or online.
- The cars \_\_\_\_\_ (assemble) by robots.
- Spare parts \_\_\_\_\_ (can/buy) from your local dealer.
- The interiors \_\_\_\_\_ (design) by computer.
- Tyres \_\_\_\_\_ (should/replace) before they wear down completely.

## 7 Look at the diagram in exercise 5 again. Work with a partner and describe the car production process in your own words. Use the phrases in the Language Box to help you.

### DESCRIBING A PROCESS

Firstly/The first step is/To begin with ...

Secondly ...

The next step/stage is ...

After that ...

Then ...

Following that ...

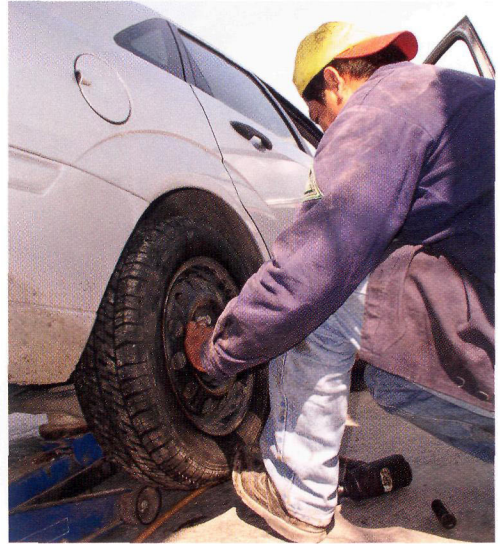
Finally ...

The last step/stage is ...

## 8 Put these steps for changing a tyre in the right order.

Start like this: The first step is to put the vehicle into gear or park (e). Then you ...

- a Remove the old tyre from under the vehicle and lower the vehicle.
- b Take the spare tyre out of the boot and make sure it is in good condition.
- c Check again to make sure the wheel nuts are tight.
- d Remove the tyre and put it under the vehicle, next to the jack.
- e Put the vehicle into gear (manual transmission) or park (automatic).
- f Use a jack to raise the vehicle.
- g Fit the spare tyre and tighten the wheel nuts.
- h Find two rocks or large pieces of wood and put them in front of and behind the opposite wheel.
- i Loosen the wheel nuts slightly.
- j Loosen the wheel nuts more and remove them.



- 1  e    2     3     4     5   
 6     7     8     9     10



Now listen to the recording to check your answers.

## 9 Work with a partner. Write a description of one of the processes below, using phrases from page 15 and a dictionary to help you. Then read your description to another pair. Can they add anything to your description?

filling the tank with petrol

replacing a bulb in a car headlight

checking the oil level

checking car tyre pressure

positioning and programming a memory seat

## 10 Discuss these questions with a partner.

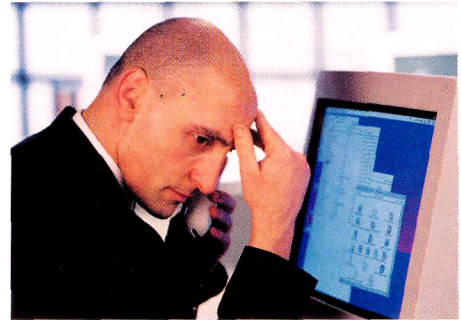
- What problems do you have to deal with in your job? How do you solve them?  
 What was the last problem you had to solve at work?  
 Do you ever have problems with suppliers?



**11 A manufacturer phones a supplier to complain about some headlights.**  
**Put the manufacturer's lines (a–i) into the right place to complete the dialogue.**  
**What is the problem exactly? What do you think the cause of the problem could be?**

**Manufacturer**

- a I'm afraid there is. In our tests there's been a much higher failure rate than is allowed in the contract.
- b Fine, thanks. Listen Alex, I'm calling about the headlights we received from you last week.
- c It's around 5 per cent. And as you know, it should be under 1 per cent.
- d That's really good of you, Alex. I'll be in my office until about 4 p.m. After that you can reach me on my mobile.
- e Hi, Alex. It's Chris Fraser here from Rover.
- f Thanks, Alex. Speak to you later.
- g Yes. It's 0044 795 434 5381.
- h Sure. It's A348.
- i Yes, that's right.



**Supplier**

- 1 Halla Systems. Alex Newman speaking.
- 2 Ah, hi Chris. How's it going?
- 3 Uh huh. Is there a problem with the headlights?
- 4 Oh dear. I'm sorry to hear that. Can you tell me what the failure rate is exactly?
- 5 You're right, that's completely unacceptable. Could you just give me the consignment number, please?
- 6 Got you. OK Chris, this is what I'm going to do. I'll look into the problem straight away and will get back to you as soon as I can.
- 7 OK. I think I've got your mobile number, but can you give it to me again just in case?
- 8 Let me just read that back to you. 0044 795 434 5381 – is that right?
- 9 Great. OK Chris, like I said, I'll call you as soon as I know something. Bye now.

AUDIO



13

**Now listen to the recording to check your answers.**

**12 Find phrases in the dialogue which mean the same as the phrases below.**

- 1 How are you?
- 2 The reason I am calling ...
- 3 Can I have it again ...
- 4 Can I just repeat that?
- 5 You can contact me later on ...
- 6 I'll ring you when I have more information.
- 7 We'll be in touch later.

**13** When Alex looks into the problem, he discovers that the bulbs used in the headlights from consignment A348 came from a new supplier. Work with a partner to do two role-plays. Use the phrases in the Language Box to help you.

**PARTNER FILES**  Partner A File 1, p. 62  
Partner B File 12, p. 64

TELEPHONING PHRASES	
This is ... from ...	I'm sorry, I didn't catch that.
I'm calling about ...	I'll call you back later.
Can I speak to ..., please?	I'll send you ... by fax/email.
Could you tell me the name of your company?	Just give me a call if you have any more problems.
Could you repeat that, please?	Thanks for calling.

**14** 8D (8 disciplines) reports are often used in the automobile industry to help solve quality problems. Match the solutions (a–h) to the stages (1–8).

- |   |   |
|---|---|
| a apply suitable oil                                    | e plastic rubbing on metal                |
| b sort out parts  | f change surface roughness of parts       |
| c quality assurance for supplier parts                  | g watch for similar problem on all models |
| d squeaky noise when operating electrical window switch | h no recurrence predicted                 |

<b>8D Report</b>		Customer:	
		Customer Ref:	
		Supplier Ref:	
		Date:	
To:	Product:		
<b>1</b>	Team responsible:		
<b>2</b>	Problem description:		
<b>3</b>	Containment action(s):	Person resp.:	% Effectiveness: Date:
<b>4</b>	Root cause(s):	% Contribution:	
<b>5</b>	Selected long-term corrective action(s):	Review:	% Effectiveness:
<b>6</b>	Implemented long-term corrective action(s):	Date:	Person resp.:



7	Action to prevent recurrence of problem:	Date:	Person resp.:
8	Comments (Information to team):	Processed by:	
	Date of close:		

**Now complete the 8D report, either for the problem you solved in the role-plays or for a problem you had in real life. Then show the 8D report to another student, and explain how you solved the problem.**

## OUTPUT

**Read the magazine article and answer the questions which follow.**

# The smart

**Over the last ten years people have got used to the sight of very small cars parked in tiny parking spaces. *smart* is one of the world's youngest car makes and yet the *smart fortwo* is such a distinctive car that it has already been included as an exhibit in the Museum of Modern Art in New York – one of only six cars to attain this distinction.**

In April 1994, the Micro Compact Car AG was founded in Switzerland as a joint venture between Mercedes-Benz and Swatch. Nicolas Hayek, the inventor of the Swatch watch, brought his idea for an ultra-short small car, and Mercedes-Benz contributed expertise and experience from more than a hundred years of building cars.

Engineers devised a car which is not only extremely mobile and efficient, but also very economical. Its other key feature is safety, with its unique tridion cell.

After starting development in 1994, the *smart fortwo* celebrated its premiere at the Frankfurt Motor Show in 1997. Production in



Hambach, France, started in July 1998, and in October sales took off in other European countries. In 1998, smart became a 100% subsidiary of what was then Daimler-Benz AG (today DaimlerChrysler AG).

There is no doubt that the *smart fortwo* is a leader in urban mobility. All smart vehicles embody the same brand values and have the same 'DNA': innovation, functionality, and joie de vivre. They appeal to people who are sporty, independent, and young at heart; people who love clever solutions and are open to new ideas. 36-month or 25,000-mile warranty.

## OVER TO YOU

Do you own a *smart*, or would you ever buy one?

What are the advantages and disadvantages of the *smart*?

In which countries do you think small cars are most successful?

Do you think small cars will become more popular in the future? Why, or why not?

## 3

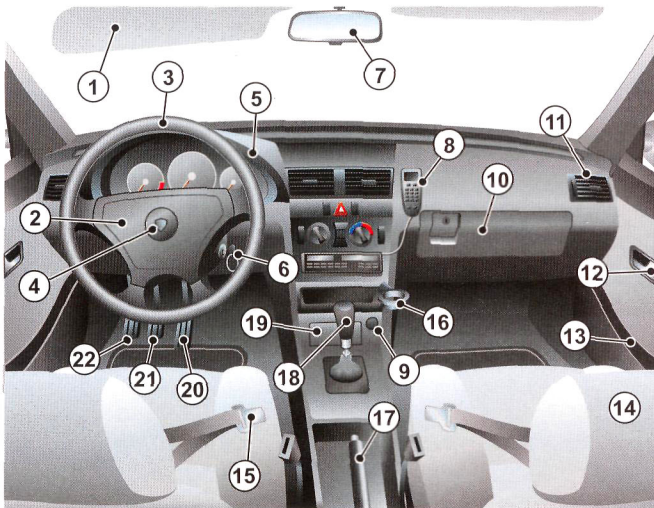
## The interior

## STARTER

## Find someone in your class who:

- has a car with GPS navigation system
- likes to have lots of switches and gadgets in the car
- always buys a car with air conditioning
- has soft toys and cushions in the car
- needs plenty of legroom
- is a telematics user
- likes a sporty steering wheel
- doesn't allow smoking in his/her car

## 1 Label the parts of a car interior.



accelerator • air vent • airbag • ashtray • brake pedal • car seat (headrest) • cigarette lighter • clutch pedal • cup holder • dashboard • door handle • door tray • gearstick • glove compartment • handbrake • hands-free telephone • horn • ignition • rear-view mirror • seat belt • steering wheel • sun visor

1 \_\_\_\_\_

8 \_\_\_\_\_

15 \_\_\_\_\_

2 \_\_\_\_\_

9 \_\_\_\_\_

16 \_\_\_\_\_

3 \_\_\_\_\_

10 \_\_\_\_\_

17 \_\_\_\_\_

4 \_\_\_\_\_

11 \_\_\_\_\_

18 \_\_\_\_\_

5 \_\_\_\_\_

12 \_\_\_\_\_

19 \_\_\_\_\_

6 \_\_\_\_\_

13 \_\_\_\_\_

20 \_\_\_\_\_

7 \_\_\_\_\_

14 \_\_\_\_\_

21 \_\_\_\_\_

22 \_\_\_\_\_

**British English**

accelerator  
gearstick  
glove compartment

**American English**

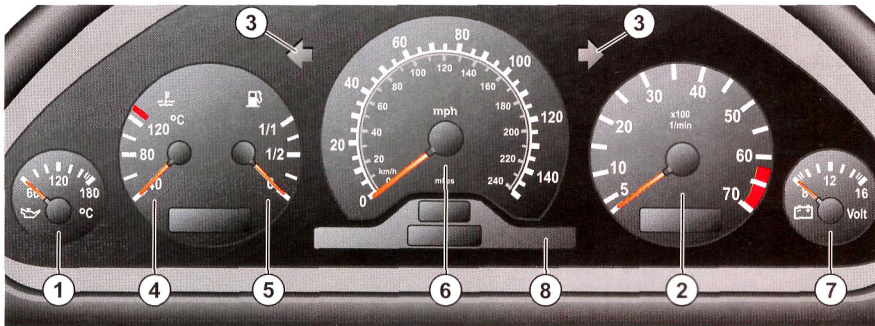
(also) gas pedal  
gear shift/stick shift  
(also) glove box



## 2 Complete the sentences with words from exercise 1.

- 1 It's so practical to have a \_\_\_\_\_ near the steering wheel. I can take a drink whenever I want.
- 2 In a car with manual transmission, you need to press the \_\_\_\_\_ when you want to change gear.
- 3 There's usually a cosmetic mirror on the passenger's \_\_\_\_\_.
- 4 I have a leather \_\_\_\_\_. It's not so cold for my hands in the winter and it gives you a good grip.
- 5 It's against the law to phone while driving so I've ordered a car with a \_\_\_\_\_.
- 6 Could you have a look in the road atlas? It's in the \_\_\_\_\_.
- 7 I don't need a \_\_\_\_\_ as I don't smoke and I don't want anyone to smoke in my car.
- 8 Could you close the \_\_\_\_\_? I'm getting a draught.

## 3 Match the numbers with the names of the instruments.



- |                                 |                          |             |                          |
|---------------------------------|--------------------------|-------------|--------------------------|
| coolant temperature gauge       | <input type="checkbox"/> | fuel gauge  | <input type="checkbox"/> |
| driver information system       | <input type="checkbox"/> | rev counter | <input type="checkbox"/> |
| engine oil temperature gauge    | <input type="checkbox"/> | speedometer | <input type="checkbox"/> |
| hazard warning/indicator lights | <input type="checkbox"/> | voltmeter   | <input type="checkbox"/> |

## 4 Look at the picture in exercise 3. Which instrument:

- 1 shows you how fast the car is travelling? \_\_\_\_\_
- 2 warns you if the engine lubrication system gets too hot? \_\_\_\_\_
- 3 shows that you are indicating to turn left or right? \_\_\_\_\_
- 4 shows you how often the engine is turning over? \_\_\_\_\_
- 5 shows you how much petrol you have in the tank? \_\_\_\_\_
- 6 indicates the voltage of the car's electrical system? \_\_\_\_\_

## 5 Work with a partner to do the following role-play.

You are two managers from the marketing department. You are meeting to decide whether or not you should remove the cigarette lighter and ashtray as standard equipment. First look at the phrases in the Language Box, then look at your role cards.

**PARTNER FILES**

Partner A File 2, p. 62  
Partner B File 13, p. 64

### SUGGESTIONS

#### Making suggestions

Why don't we ... ?  
How about ...ing ... ?  
I suggest ...  
We could ...

#### Accepting suggestions

That sounds good.  
I think that'll work.  
Good idea.

#### Rejecting suggestions

I don't think that will work.  
That's (maybe) not (such) a good idea because ...  
I'm not sure about that.

## 6 What do you need to do when you first get into a car, before you start the engine? Look at the note. Continue the list with a partner.

- 1) Adjust seat (if necessary)
- 2)
- 3)

AUDIO



14

## 7 Listen to and complete the following dialogue between a driving instructor and a learner taking a first driving lesson.

*Instructor* OK, so you're sitting in the car. What do you do now?

*Learner* Well, I start the car. No, wait! I check behind me first before I drive away.

*Instructor* You've forgotten something.

*Learner* Of course, I fasten my \_\_\_\_\_<sup>1</sup> first.

*Instructor* Even before you fasten your seat belt there are things you need to do. First of all, are you sitting comfortably?

*Learner* Not really. The seat is a bit too far from the \_\_\_\_\_<sup>2</sup>.

*Instructor* So you need to adjust the seat, right? Use the two levers there to adjust the position and the height.

You can also adjust the steering wheel. So now you're sitting comfortably. What should you check now?

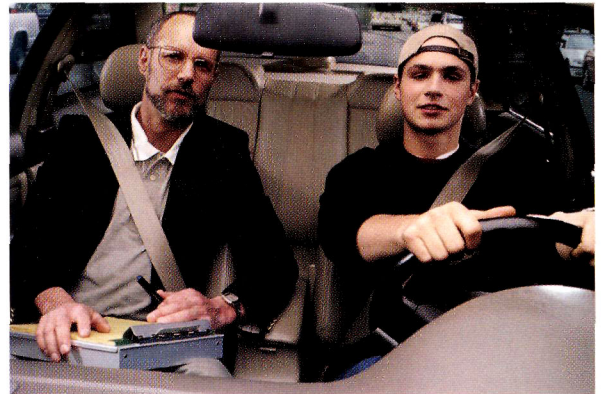
*Learner* That the \_\_\_\_\_<sup>3</sup> mirror is in the right position. And the side mirror.

*Instructor* Quite right. What next?

*Learner* Well, if it's dark, I need to switch on the \_\_\_\_\_<sup>4</sup>.

*Instructor* Good. Finally, before you put the key into the \_\_\_\_\_<sup>5</sup>, what should you do?

*Learner* Now I fasten my seat belt.



**Did your list in 6 match the instructions from the instructor?**



## 8 Cover the dialogue on page 22. Can you remember which nouns can follow which verbs? Complete the table. Some nouns can go in more than one column.

bonnet • boot • door • fog lights • fuel • glove compartment • headlights • headrest • indicator • oil level • petrol cap • rear-view mirror • seat belt • seat height • seat position • side mirror • steering wheel • sunroof • tyre pressure • windscreen wipers

Open/Close	Adjust	Switch on/off	Check
<i>bonnet</i>	<i>rear-view mirror</i>	<i>fog lights</i>	<i>oil level</i>

## 9 Now work with a partner to answer these questions. Use phrases from the table above.

What do you do when:

- 1 visibility is poor because of fog? \_\_\_\_\_
- 2 your seat is too low? \_\_\_\_\_
- 3 you think you need oil? \_\_\_\_\_
- 4 you want to get out of the car? \_\_\_\_\_
- 5 you can't see the cars behind you properly? \_\_\_\_\_
- 6 it's getting dark? \_\_\_\_\_
- 7 you want to look at the engine? \_\_\_\_\_
- 8 your steering wheel is too high? \_\_\_\_\_
- 9 you think your tyre pressure is low? \_\_\_\_\_
- 10 you need your road map? \_\_\_\_\_
- 11 it's warm and sunny? \_\_\_\_\_
- 12 your passenger has no legroom in the back? \_\_\_\_\_

**10 You work for a company that manufactures car parts. You receive the email below from a French customer. Complete the email with words from the box.**

appreciate • attachment • forward • possible •  
sending • unfortunately • writing

**From:** Perry, Yves <yperry@sr.g.fr>  
**To:** frieda.benn@dashpan.co.uk  
**Subject:** order no. 7H325K

Dear Ms. Benn

I'm \_\_\_\_\_<sup>1</sup> to you because of a problem with the delivery which we received from you last week. The order was for 1000 dashboard panels. \_\_\_\_\_<sup>2</sup> 50 of the boxes that arrived were empty. Can you send us the missing items as soon as \_\_\_\_\_<sup>3</sup>? We would also \_\_\_\_\_<sup>4</sup> it if you could look into the problem to make sure this does not happen again. I'm \_\_\_\_\_<sup>5</sup> you a scan of the delivery note as an \_\_\_\_\_<sup>6</sup>.

I look \_\_\_\_\_<sup>7</sup> to hearing from you soon.

Best regards  
Yves Perry

**Now write a reply to the email. Use the phrases in the Language Box to help you.**

**EMAIL PHRASES**

Thank you for your email.  
I'm writing to ...  
I'm very sorry about ...  
Could you ... ?

I'm sending you ...  
I hope that ...  
Let me know if ...  
Best regards/Best wishes

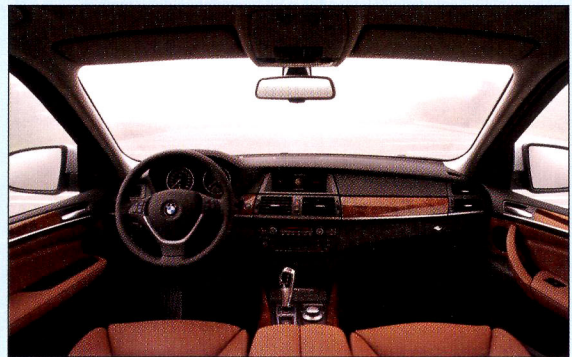


**11** Many car manufacturers now have car 'configurators' on their websites. These allow customers to customise their cars online before they buy. Look at the configurator and write the menu titles (a–f) in the correct columns (1–6).

- a Audio/Communication
- b Safety/Technology
- c Exterior equipment
- d Seats
- e Interior equipment
- f Wheels/Tyres

Home / [New Cars](#) / [Used Cars](#) / [Customer Service](#) / [Financial Services](#) / [Car Accessories](#)

## CAR CONFIGURATOR: CHOOSE YOUR EQUIPMENT



1	2	3	4	5	6
<input type="checkbox"/> Electric adjustable and heated door mirrors, with memory <input type="checkbox"/> Remote control central locking <input type="checkbox"/> Electric slide and tilt glass sunroof <input type="checkbox"/> Towing equipment (removable)	<input type="checkbox"/> Electronic tyre pressure monitoring <input type="checkbox"/> 8J x 17 'seven spoke' design alloy wheels with 235/55 R17 tyres <input type="checkbox"/> 8.5J x 19 'twelve spoke' design alloy wheels with 255/40 R19 tyres	<input type="checkbox"/> Electronic climate control with individual driver and front passenger controls <input type="checkbox"/> Garage door opener <input type="checkbox"/> Rear window blind, electrically operated <input type="checkbox"/> Interior light pack	<input type="checkbox"/> Electric front seats – 14 way adjustable, with memory for front seats <input type="checkbox"/> Leather upholstery <input type="checkbox"/> Heated front and rear seats <input type="checkbox"/> Sports seats	<input type="checkbox"/> Anti-theft alarm with tow-away protection <input type="checkbox"/> Cruise control <input type="checkbox"/> Xenon headlights <input type="checkbox"/> Adaptive air suspension	<input type="checkbox"/> DVD-based navigation system <input type="checkbox"/> Hands-free dual-band/GSM car telephone <input type="checkbox"/> Voice control system <input type="checkbox"/> Active speakers

**Which of the menus (1–6) would the following items belong to?**

- A Driver and front passenger two-stage airbags
- B Child seat mounting system
- C CD autochanger for six discs
- D 255/45 R18 low profile tyres
- E Deluxe front centre armrest
- F Headlight cleaning system

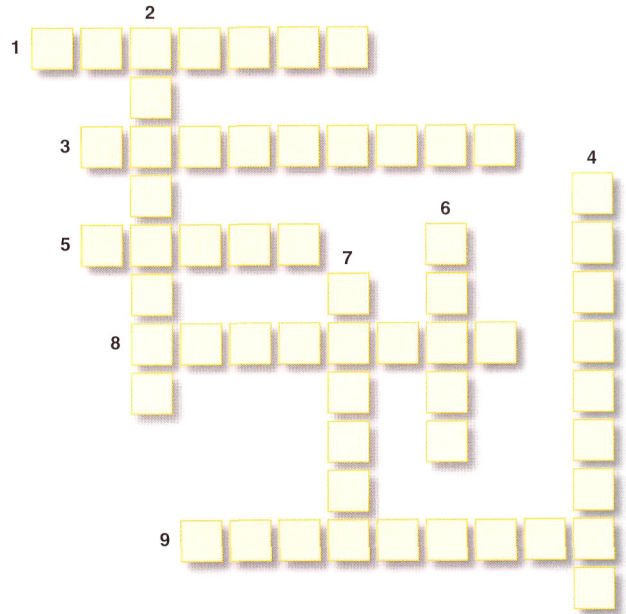
## 12 Complete the puzzle. The answers are all words from this unit.

### Across

- 1 You put your cigarette here when it's finished.
- 3 The instruments are on this.
- 5 This is the middle pedal in a car.
- 8 This stops the sun from shining into your eyes. (2 words)
- 9 You use this to change gear.

### Down

- 2 This protects your head and neck in an accident.
- 4 You operate this when you park your car to stop it from moving.
- 6 You can put your maps and documents in the ... *compartment*.
- 7 You look in the *rear-view* ... to check the traffic behind you.

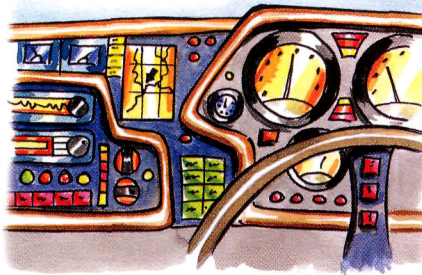


## OUTPUT

### Read the magazine article and answer the questions which follow.

Navigation aids, telematics equipment, audio system features, and the standard instruments are all fighting for space on the instrument panel (IP). This creates a challenge for interior designers and engineers who need to keep the IP simple so that the driver is not distracted by too many buttons and instruments. Customers also equate a spacious interior with luxury – another reason why the IP shouldn't look overcrowded.

Designers deal with the problem in various ways. They reduce the size of 'space-eaters' such as heating and cooling systems, or even remove them completely from the IP by putting them under the seat or in the boot. They also put many functions, such as station pre-set buttons for audio systems,



on touch screens. Touch screens save space on the IP but there is still the danger of overcrowding the screen, which could distract the driver and thus cause an accident. Another problem is the position: the touch screen needs to be located high on the dashboard so that the driver can use it easily while driving.

But if it is too high it can be hard to read because of reflections and the sun 'washing out' the screen.

Some engineers see voice recognition as a way to get rid of many manual controls and to simplify the IP. But voice recognition can also be overused. There needs to be an optimal balance between visual displays and voice instructions, so that the driver can deal safely with all the information he or she receives.

### OVER TO YOU

Is the IP of your car user-friendly? Why, or why not?

Which do you prefer – an IP that looks like a cockpit with lots of switches and controls, or a more simplified version?

How do you feel about voice recognition controls?



# 4

## Under the bonnet

### STARTER

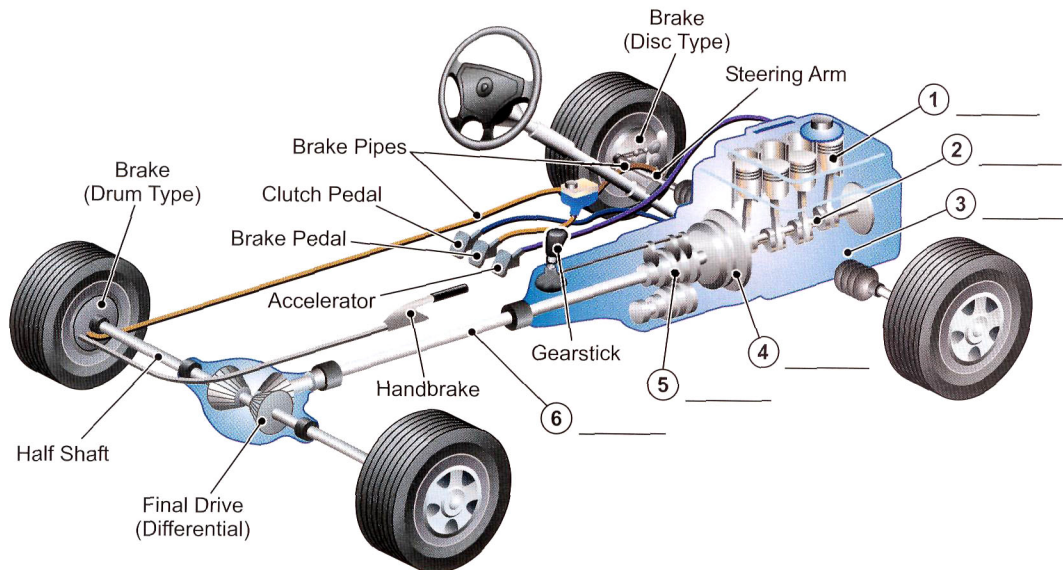
What do these abbreviations means? Work with a partner to see how many you know.

- 1 FWD front-wheel drive
- 2 bhp \_\_\_\_\_
- 3 g/km \_\_\_\_\_
- 4 GDI \_\_\_\_\_
- 5 mpg \_\_\_\_\_
- 6 mph \_\_\_\_\_
- 7 Nm \_\_\_\_\_
- 8 rpm \_\_\_\_\_
- 9 RWD \_\_\_\_\_
- 10 SI \_\_\_\_\_
- 11 TDI \_\_\_\_\_



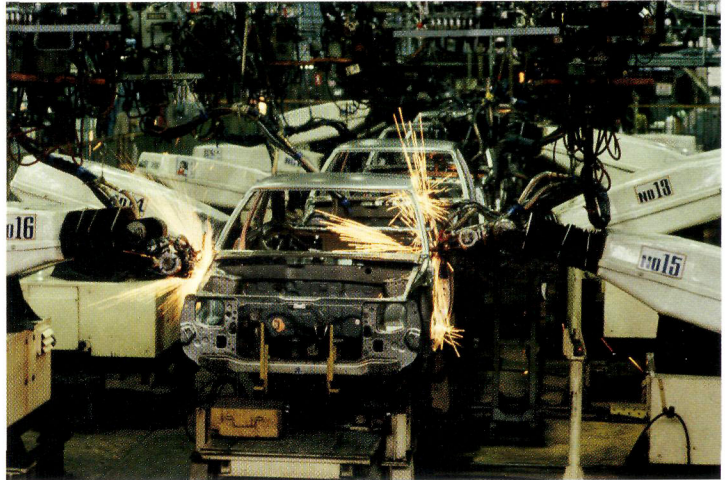
### 1 Label the diagram with words from the box.

clutch • crankshaft • engine • gearbox • piston • propeller shaft



## 2 Look at this extract from a tour of a car factory. Complete the text with words from the box.

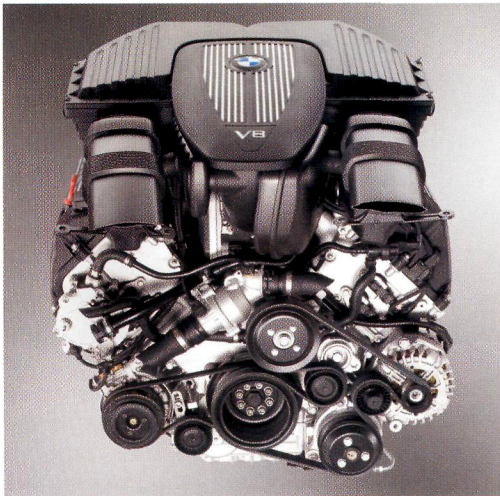
clutch • combustion •  
crankshaft • cylinders •  
distribution • fuel • piston •  
spark plug • torque



'Now we come to the engine.

The principle of the internal  
\_\_\_\_\_ <sup>1</sup> engine has  
not changed in the last 100 years.

The engine takes in  
\_\_\_\_\_ <sup>2</sup> and air which is compressed in a combustion chamber. Then this mixture is  
ignited by a \_\_\_\_\_ <sup>3</sup> to produce an explosion, which moves the \_\_\_\_\_ <sup>4</sup>  
in the cylinder. The up and down motion of the piston in the cylinder is converted into rotational  
motion by the \_\_\_\_\_ <sup>5</sup>. The rotational force generated by the engine is known as



\_\_\_\_\_ <sup>6</sup>.

The size of the engine determines the power.  
The more \_\_\_\_\_ <sup>7</sup> there are, the  
more powerful the engine. This power is  
transmitted through the  
\_\_\_\_\_ <sup>8</sup>, the gearbox, the  
propeller shaft (in rear-wheel and four-wheel  
drive), and the axles to the wheels. The  
position of the engine can vary, but generally  
speaking it is mounted at the front. In some  
sports cars, the engine is mounted at the rear

(e.g. Porsche) or in the middle (e.g. Ferrari or Lamborghini) because of weight \_\_\_\_\_ <sup>9</sup>.  
So, that's enough about the engine for the moment – let's move on to the next stage ...'

AUDIO



15

**Now listen to the recording to check your answers.**

**British English**  
gearbox

**American English**  
transmission



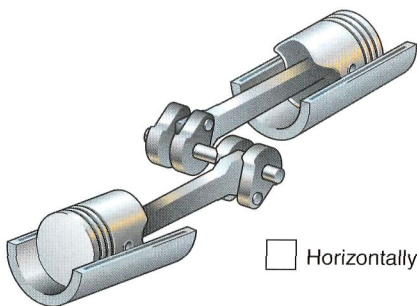
**3 Find words in exercise 2 to complete the table. Use your dictionary if necessary.**

Verb	Noun	Adjective
to _____ a	power	_____ b
to _____ d	_____ c	combustible
to _____ e	ignition	_____ f
to _____ g	rotation	_____ h
to _____ i	transmission	

**Now complete the sentences with the correct form of words from the table.**

- In an engine, linear motion is converted into \_\_\_\_\_ motion by the crankshaft.
- The power of the engine is \_\_\_\_\_ through the clutch and the gearbox.
- The spark plug \_\_\_\_\_ the air/fuel mixture and sets off an \_\_\_\_\_.
- A 6-cylinder engine is more \_\_\_\_\_ than a 4-cylinder engine.
- Fuel and air is compressed in the \_\_\_\_\_ chamber.

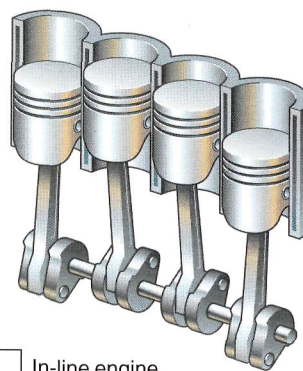
**4 Match the descriptions of engine layout with the diagrams.**



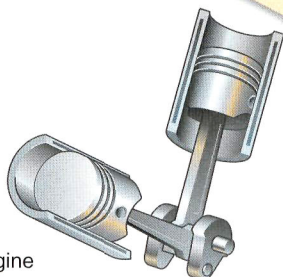
Horizontally opposed engine

**1** This layout is used for high-performance engines with a compact layout such as in the BMW 7-series. The cylinders are arranged in two banks set at an angle to one another. This layout is normally more cuboid in shape than the other two.

**2** This layout is wide and flat and gives the engine a low centre of gravity. The cylinders are arranged in two banks on opposite sides of the engine. It is very practical for cars with the engine located at the rear, such as the Porsche.



In-line engine



V-engine

**3** This layout is long and narrow. The cylinders are all next to each other in a single bank. It is a standard, simple layout used in the Mercedes A-class, for example.

**5 Work with a partner. First look at the phrases in the Language Box used to describe position and shape. Then look at the engine layouts in the Partner Files. Tell your partner where the components from the box below are.**

battery • brake fluid reservoir • engine oil dipstick •  
 engine oil filler cap • power steering reservoir • radiator expansion  
 tank • windscreen/headlight washer container

**PARTNER FILES**

Partner A File 7, p. 63  
 Partner B File 14, p. 64

**DESCRIBING POSITION AND SHAPE**

<p>The ... is <b>on the right/left-hand side</b> of the engine.</p> <p>This part is located <b>at the front/rear</b> of the engine.</p> <p>It's <b>on the opposite side</b> of the engine from the ...</p> <p>It's <b>above/below/next to/beside</b> the ...</p> <p>It's <b>between</b> the ... and the ...</p>	<p>This layout is <b>cuboid</b> in shape.</p> <p>The brake fluid reservoir is the <b>rectangular</b> container on the right.</p>	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center;"></td> <td>square</td> <td style="text-align: center;"></td> <td>cuboid</td> </tr> <tr> <td style="text-align: center;"></td> <td>rectangular</td> <td style="text-align: center;"></td> <td>cylindrical</td> </tr> <tr> <td style="text-align: center;"></td> <td>circular</td> <td style="text-align: center;"></td> <td>spherical</td> </tr> <tr> <td style="text-align: center;"></td> <td>triangular</td> <td style="text-align: center;"></td> <td>conical</td> </tr> </table>		square		cuboid		rectangular		cylindrical		circular		spherical		triangular		conical
	square		cuboid															
	rectangular		cylindrical															
	circular		spherical															
	triangular		conical															



**6 Listen to seven questions from customers and match them with the answers (a–g) given by a technical support hotline employee.**

- a You look at the level in the reservoir.
- b The cooling system is filled once at the factory and never has to be changed.
- c Oil consumption can be up to 1.0 l/1000 km so the engine oil level must be checked at regular intervals. It is a good idea to check the oil level every time you put fuel in the car.
- d Under normal conditions you don't have to do anything with the battery except check the electrolyte level occasionally.
- e You needn't go to a service station for a brake fluid change, but make sure the person who does it is competent and has the necessary tools.
- f It's the plastic rectangular container next to the power steering reservoir.
- g Battery acid is highly corrosive so you mustn't work on the battery without wearing eye protection and gloves.

**Speaker:** 1  f    2     3     4     5     6     7





## 7 A potential customer is visiting the stand of a major car manufacturer at an international car show.

Listen to the dialogue and put these key features in the order in which they are mentioned.

- a low fuel consumption
- 1 b design
- c top speed
- d six-speed automatic gearbox as standard
- e optional extras included in the price
- f acceleration from 0–60 in 6 seconds
- g increased power of the engine



Now listen again and note down what these numbers refer to.

- 1 4.2 \_\_\_\_\_
- 2 330 \_\_\_\_\_
- 3 155 \_\_\_\_\_
- 4 W12 and V6 \_\_\_\_\_
- 5 16.1 \_\_\_\_\_
- 6 23 \_\_\_\_\_
- 7 54,000 \_\_\_\_\_
- 8 18 \_\_\_\_\_

Work with a partner. Discuss these questions.

- 1 Why does the visitor first look at the car?
- 2 Why does the car have low fuel consumption?
- 3 What two things does the rep give the visitor, and why?

## 8 Match the two parts to make sentences from the dialogue (listen again if necessary).

- |                                    |  |
|------------------------------------|--|
| 1 we have increased the power      | a an effect on fuel consumption.               |
| 2 a six-speed automatic gearbox    | b with a 3.7 and a 4.2-litre petrol engine.    |
| 3 We're launching the model        | c is a six-disc CD unit with nine speakers ... |
| 4 That naturally has               | d by 20 bhp to 330 bhp.                        |
| 5 Included in the price            | e then just call or email me.                  |
| 6 If you have any other questions, | f comes as standard.                           |

**9 Work with a partner to do a role-play. First look at the Language Box for phrases you can use. Then look at your role cards in the Partner Files.**

**PARTNER FILES** 

Partner A File 3, p. 62  
Partner B File 15, p. 64

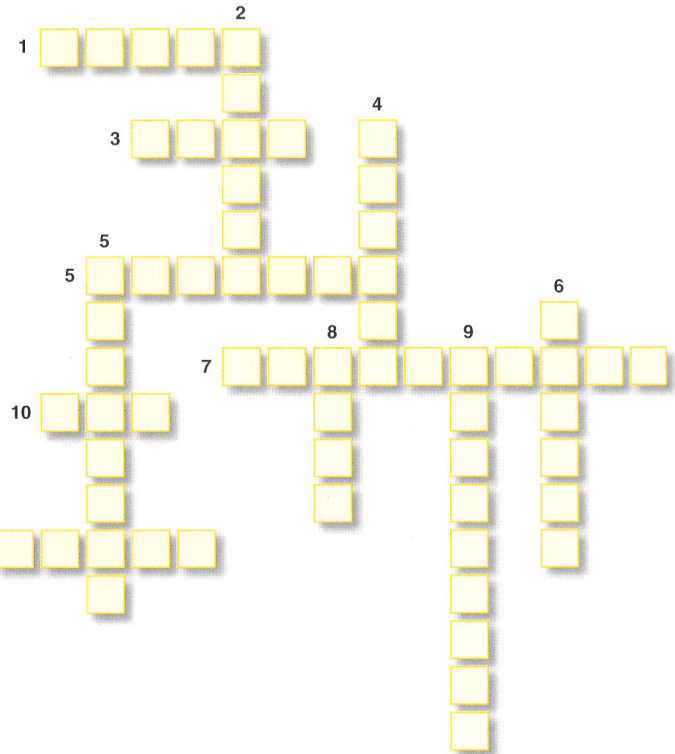
**AT A TRADE FAIR**

Visitor	Sales rep
I'd like more information on ...	Can I help you?
I'm interested in ...	Which car are you interested in?
What about ... ?	Would you like more detailed information?
Can I take one of these brochures?	Would you like a brochure?
Could you tell me something about ... ?	Here is our price list.
	Let me give you my (business) card.

**10 Complete the puzzle. The answers are all words from this unit.**

**Across**

- 1 This keeps the brake lubricated: *brake* ...
- 3 This can be petrol or diesel.
- 5 This fluid is put in the cooling system.
- 7 The motion of the pistons rotate this.
- 10 You use a dipstick to check the ... level.
- 11 You need electricity from this to start the engine.



**Down**

- 2 A type of fuel.
- 4 This moves up and down in the cylinder.
- 5 A six-... engine.
- 6 This fluid is used to keep the windscreen clean: *windscreen* ...
- 8 This is highly corrosive: *battery* ...
- 9 This ignites the fuel-air mixture in petrol engines. (2 words)

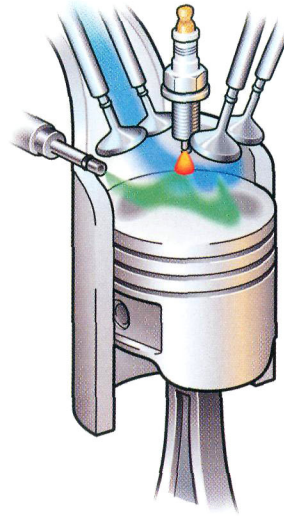


## OUTPUT

Read the article and answer the questions which follow.

# GDI Engines

When developing a new motor-vehicle engine, engineers are faced with the dilemma of more power or less fuel. The goal is to combine high power output and low fuel consumption. Increasing fuel efficiency helps motorists to save money and also reduces CO<sub>2</sub> emissions. Gasoline Direct Injection (GDI) engines can reduce fuel consumption by up to 20%, thereby producing 20% lower emissions.



## How does it work?

GDI engines use a new combustion control method that injects gasoline directly into the cylinders, where it mixes with oxygen from air drawn in from the outside. Conventional spark-ignition engines mix air and gasoline in the intake manifold before injecting the mixture into the cylinder.

The GDI engine produces a finer mist of gasoline in the cylinder which leads to cleaner burning and more power. It also has a shaped piston crown to swirl the finely atomized gasoline into a tight cloud near the tip of the spark plug. This stratified

charge of fuel and fresh air near the source of ignition is the process behind GDI's low fuel consumption.

Some car makers have developed other key components, for example a high-pressure common-rail injection system with a single piston injection pump. This pump supplies the exact amount of fuel needed to maintain the required pressure in the system.

GDI engines will become more important in the future because of the need to reduce fuel consumption and because of growing environmental concerns.

## OVER TO YOU

Can you explain in your own words how GDI engines work?  
 How important do you think GDI engines will be in the future?  
 Do you know of any other current engine innovations?