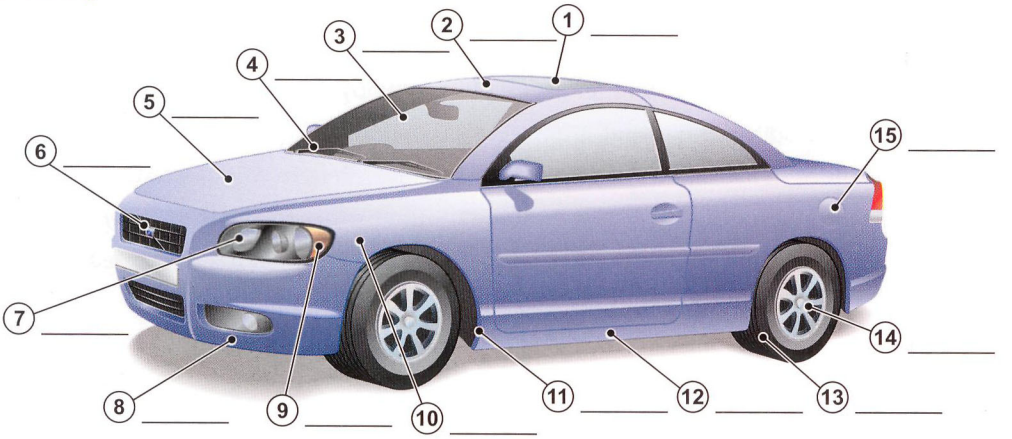
2 The exterior

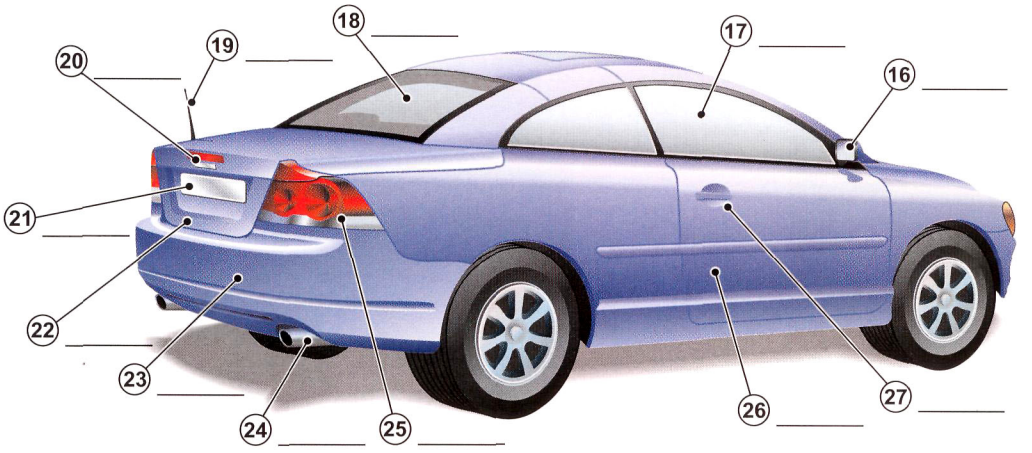
STARTER

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.

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

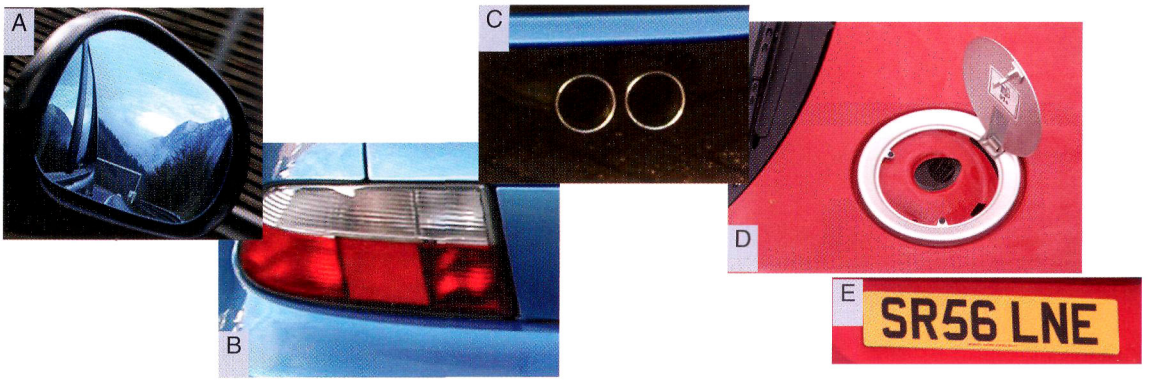
3 Match words from the two boxes to find the exterior car parts.

1 ☐	head	6 ☐	petrol
2 ☐	rear	7 ☐	windscreen
3 ☐	exhaust	8 ☐	wing
4 ☐	wheel	9 ☐	door
5 ☐	front	10 ☐	number

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

AUDIO 7–11

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.**

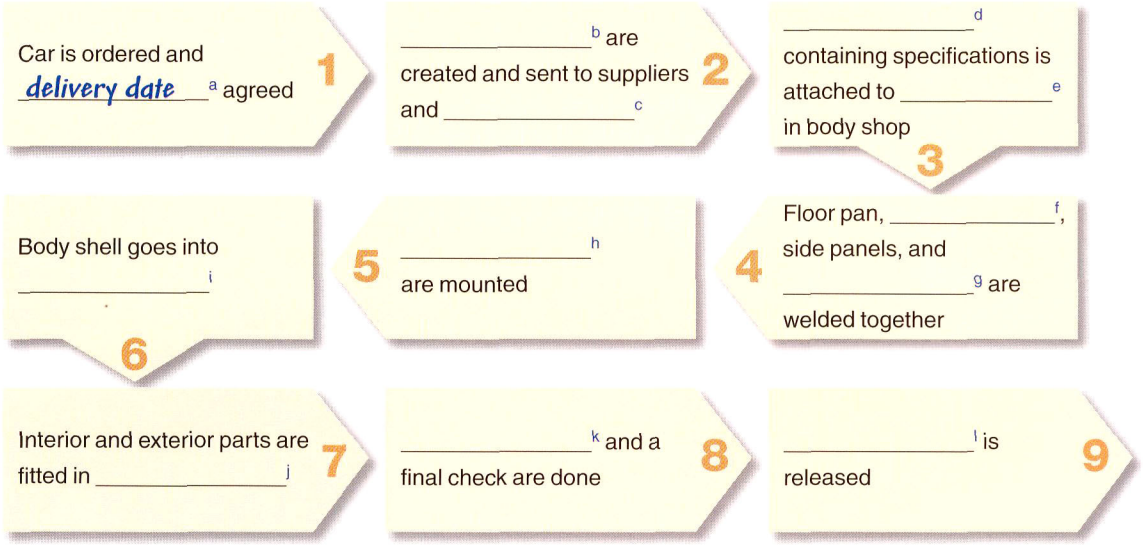
BUILT TO ORDER

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.

1 This model *is produced* (produce) in the new factory in Poland.
2 German cars _____ (sell) all over the world.
3 The orders _____ (can/place) by fax or online.
4 The cars _____ (assemble) by robots.
5 Spare parts _____ (can/buy) from your local dealer.
6 The interiors _____ (design) by computer.
7 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.

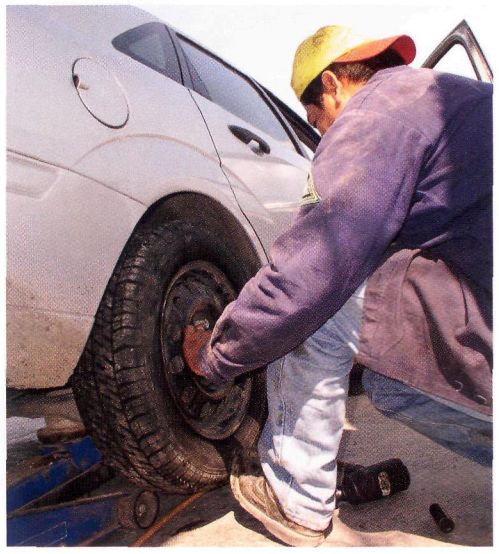
DESCRIBING A PROCESS

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 [ ]

AUDIO 12

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

positioning and programming a memory seat

checking the oil level

checking car tyre pressure

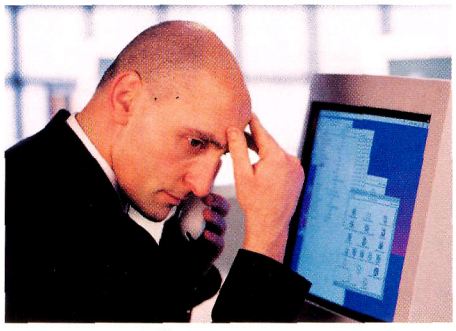
10 Discuss these questions with a partner.

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. → e
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 calling about ...
Can I speak to ..., please?
Could you tell me the name of your company?
Could you repeat that, please?
I'm sorry, I didn't catch that.
I'll call you back later.
I'll send you ... by fax/email.
Just give me a call if you have any more problems.
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
b sort out parts
c quality assurance for supplier parts
d squeaky noise when operating electrical window switch
e plastic rubbing on metal
f change surface roughness of parts
g watch for similar problem on all models
h no recurrence predicted

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