

Module 7

Transportation and travel: things with wheels

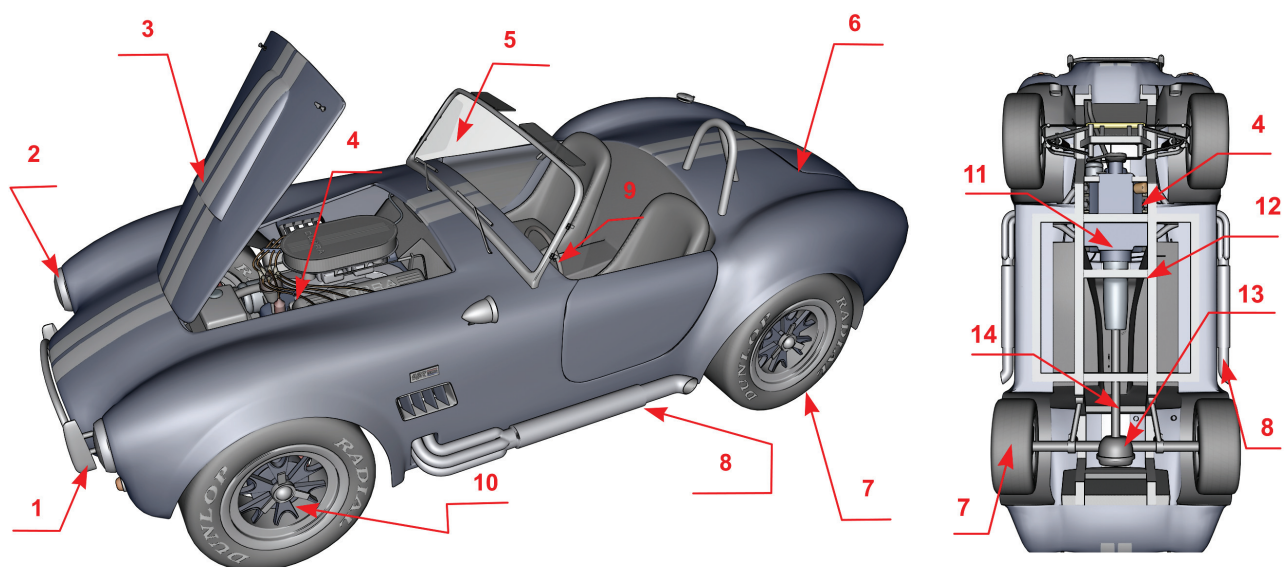
Lesson 1

1) Warm-up questions

1. What types of cars do you know? What are they generally used for?
2. What can you say about advantages and disadvantages of owning a car?
3. What do you know about the automotive industry and its history?
4. What do you think the future of automotive industry will bring? How can it change everyday life?

Useful words and speech patterns

I can name the following types/(dis)advantages: ...	to be used for + <i>V-ing/noun</i>
First/To begin with, ... Next, ... Finally, ...	to be used to + <i>Infinitive</i>
As far as I know/remember/understand...	to change <i>smth</i> in the following ways: ...
I'm afraid I don't/can't...	buggy, bus, cabriolet, combine harvester, dredger, racing car, tractor, truck
To my mind.../ In my opinion...	
The biggest (dis)advantage of <i>V+ing</i> is...	



2) Parts of a car

Exercise 1.2.1. *Work in groups. Match the words from the box to the numbers in the picture.*

bumper; differential; drive wheel; engine; exhaust pipe; frame; headlight; hood/bonnet; shaft;
steering wheel; transmission; trunk; tyre; windshield

Exercise 1.2.2. *Look at the following “equations” and explain what they mean:*

chassis = frame + power train;

power train = engine + transmission + shafts + differentials + drive wheels.

Exercise 1.2.3*. *Find a picture of a car and describe it to your groupmates using the words you have learnt.*

3) Mini-video

Watch the video and discuss it in groups. Use the questions to help you:

1. Where does the video come from?
2. What is the title of the news report?
3. What innovations are mentioned?
4. What automotive companies presented their new designs?
5. What did you like best in the video? Would you buy any of these cars if you had enough money?



<https://www.youtube.com/watch?v=wd33eHzjlU>

4) Introductory text

Read the text and answer the following questions:

1. How is this text related to the video you watched previously?
2. Are the ideas described in the text different from what you suggested at the beginning of the lesson? How?
3. Do you agree with the conclusions drawn in the text? Why?

Useful words

game changer <i>n.</i>	«переворот»	consumer <i>n.attr.</i>	потребительский
paved <i>part.</i>	вымощенный	to hail <i>v.</i>	вызывать (<i>о такси</i>)
dispatch network <i>n.</i>	транспортно-экспедиционная сеть	to utilize <i>v.</i>	использовать
wasteful <i>adj.</i>	расточительный	real estate <i>n.</i>	недвижимость; полезная площадь
largely <i>adv.</i>	большой частью	sidewalk <i>n.</i>	пешеходная дорожка, тротуар
unpredictability <i>n.</i>	непредсказуемость	traffic jam <i>n.</i>	пробка, затор (<i>в уличном движении</i>)

A future without human drivers

Self-driving cars can be compared to Henry Ford's Model T, which was like the iPhone of the time — a real technology **game changer**. At first, **consumer** cars seemed impossible — roads weren't **paved** and no one knew how to drive cars. But the product was a hit, and everything changed to make way for them. Right now, it's hard to imagine not owning a car. But in the future, self-driving cars won't be purchased by the masses, only the wealthy. And driving a car yourself will be a hobby, not a necessity.

Instead, we'll **hail** autonomous vehicles that are parts of **dispatch networks**, like Uber or Lyft. The networks will be reliable and efficient, like subway systems are, and therefore affordable. It makes so much more sense from an economic point of view to share the cars and **utilize** them optimally. A car drops you off and picks up the next person, as opposed to the model now, which is just so **wasteful**, with the car sitting in a parking lot 90% of the time.

Parking spaces, which are estimated to take up 25% of city **real estate**, can be **largely** removed *since* people won't need to own cars. That means more room for parks and expanded **sidewalks**. Autonomous

vehicles are likely to be electric, which will help keep air clean. There will be no street signs, because driverless cars won't need them. And fewer human drivers means less **unpredictability** and more vehicle coordination, which means fewer **traffic jams**. This is what will happen if a city converts its transportation system to use self-driving cars.

Exercise 1.4.1. Study the meanings of the word “since”. If possible, replace it with a synonym in the sentences below. What can you say about the relation between the meaning of the word and the verb tenses?

SINCE conj.: 1) in the period after a certain moment; from a certain time in the past;

2) in view of the fact that; because; as

SINCE prep.: in the time after (a specified time or even in the past); from (a point in the past) until the present time

a) He has had many jobs since he graduated. b) She drove slowly since it was raining. c) He hasn't ridden a bike since he was a small child. d) I haven't seen them since yesterday. e) Since he knew so much, he got a good job. f) We went for a walk since the weather was fine.

5) Grammar introduction

Participles

-ING (Active)	-ED or 3 rd verb form (Passive)
<p>The film was disappointing</p> <p>=</p> <p>The film disappointed someone</p>	<p>The boy was disappointed</p> <p>=</p> <p>Something disappointed the boy</p>
Participle Clause	
<p>A film disappointing every viewer is a waste of time.</p>	<p>The boy disappointed by the film wrote a bad review.</p>
<p><i>Note: in English, participle clauses and participles in general are often found AFTER the noun they modify</i></p>	

Exercise 1.5.1. Open the brackets.

Example: a motor ... by electricity – a lady ... a Toyota (*drive*) = a motor *driven* by electricity – a lady *driving* a Toyota

a) a ... jacket – a student ... a jacket (*wear*); b) a student ... physics – a subject ... in a university (*study*); c) a professor ... many things – a fact ... to many (*know*); d) a tool ... for repairs – a worker ... a tool (*use*); e) a job ... higher education – qualification ... for the job (*require*); f) an engineer ... new solutions – a tool ... by the Chinese (*invent*); g) an invention ... to further progress – an army ... by a commander (*lead*); h) a film ... many times – an astronomer ... a comet (*see*); i) a university ... higher education – electricity ... by the power plant (*provide*); j) a road less ... on - a person ... a lot (*travel*).

Exercise 1.5.2. *Translate into English using participles and participle clauses.*

a) используемый для работы инструмент; b) страна, возглавляемая президентом; c) изношенная шина; d) джентльмен, который видит решение; e) астроном, изучающий далекие галактики; f) требуемое количество; g) студент, который знает ответ; h) изобретенный в Германии двигатель; i) местность, по которой много путешествуют; j) батарея, которая поставляет энергию.

Participle Forms

<i>Function in a sentence</i>	<i>Adjectival modifier (определение)</i>		<i>Adverbial modifier (обстоятельство)</i>	
	<i>Active</i>	<i>Passive</i>	<i>Active</i>	<i>Passive</i>
At the same time	doing The engineer <i>designing</i> a new car consulted old patents.	being done The car <i>being designed</i> (by the engineer) represents a new challenge.	doing <i>Designing</i> a new car, the engineer forgot to eat and sleep.	being done <i>Being designed</i> at the moment, this car is not available on the market yet.
Previously	Always use clauses! The engineer <i>who designed</i> the car will receive a raise.	done The car <i>designed</i> (by the engineer) received a lot of praise.	having done <i>Having designed</i> many cars, the engineer was ready to deal with a new challenge.	having been done <i>Having been designed</i> by the best engineers, this car will change your life.

Conjunction + Participle

1. No conjunction:

Being a scientist Einstein knew many things very well.

=

Einstein knew many things very well **because he was a scientist**.

Having heard the news the Lead Designer began dancing with joy.

=

The Lead Designer began dancing with joy **after he heard the news**.

2.

WHEN

WHILE

IF

UNLESS

ONCE

THOUGH

Your work will not be accepted **unless signed**. =
= Your work will not be accepted **unless it is signed**.

Though feeling great pain, the tennis player finished the game. =
= **Though he was feeling great pain**, the tennis player finished the game.

Exercise 1.5.3. *Rephrase the sentences using participles, if possible.*

Example:

The car won't start because it has no engine = Having no engine, the car won't start.

a) After my sister damaged her car, she changed her driving style. b) While the engineers were designing a new transmission, they realised the old one was not so bad. c) My sister damaged the bumper because she was driving recklessly (*неосторожно*). d) Once the design is finished, it can be manufactured. e) This lady, who changed the tyre herself, says she will not wait for the service crew. f) We may re-use the parking lot that was built last year. g) English is studied in many countries, since it's a language of international cooperation. h) I was thinking about the man who had won the latest motor race. i) The criminal had been seen, so he had no chance of escaping. j) Jimmy thought he didn't have enough money, so he didn't buy anything.

Exercise 1.5.4. *Translate into English using participles, whenever possible.*

a) Ошибка, замеченная поздно, привела к серьезной проблеме. b) Когда работа будет закончена, она должна быть подписана. c) Поскольку суп все еще варится, его невозможно есть. d) Водитель, увидевший странное животное, тут же остановился. e) Исследуя этот вопрос, мы пришли к интересным выводам. f) Так как ошибка была замечена вовремя, она была исправлена. g) Мы познакомились с инженером, разработавшим новый двигатель. h) Добавив новый элемент, мы

заметно улучшили конструкцию. i) Хотя ошибка не была замечена вовремя, она не вызвала проблем. j) Что вы можете рассказать о проводимой вами сейчас работе?

Lesson 2

1) Grammar

Exercise 2.1.1. *Revision time! Watch the video and name the participles that the presenter uses. Explain the difference in meaning.*

<https://www.youtube.com/watch?v=RuTSOQ9kIdY>

Exercise 2.1.2*. *Watch the video. Using information from the video and the chart below, tell your classmates about the Absolute Participle Clause in your own words.*

<https://www.youtube.com/watch?v=6iuXxwvkRIY>

Absolute Participle Clause

= Participle with its own "Subject"

Meaning: condition ("when"/"if"/"because" etc)

The letters having been sent, I decided to take a rest.

=

After the letters were sent, I decided to take a rest.

(action preceding the main action)

A new alloy being used, our car was described as the most lightweight on the market.

=

Our car was described as the most lightweight on the market **because a new alloy was used**.

(actions taking place simultaneously)

Exercise 2.1.3. *Rephrase the sentences using absolute participle clauses, as in the examples above.*

a) Electric current is generated because electrons move through a conductor. b) We went home since work was over for tonight. c) After a new engine was installed, the maximum speed of our design increased. d) Since many experiments had been carried out, we were able to publish our article. e) When the water vaporised, the sensor sent out a signal. f) As the bear ruined my car, I had to buy a new one. g) Life can exist on Earth because the Moon is so large⁽¹⁾. h) As gold doesn't need to be extracted from ore, even

primitive human tribes used it. i) When those problems were solved, everyone could finally get some rest.
j) The driver had to stop because there had been an accident.

(1) *It's true! Google it**

2) Active vocabulary

to specialise in <i>v.</i> ['speʃəlaɪz]	специализироваться на	smart (car) <i>n.</i> [sma:t]	«умный» (об устройстве)
to manufacture <i>v.</i> [,mænju'fæktʃə(r)]	изготавливать, производить	to be characterized by <i>v.</i> ['kæriktəraɪz]	отличаться чем-либо
feature <i>n.</i> ['fi:tʃə(r)]	свойство, особенность	to open-source <i>v.</i> [,əʊpən'sɔ:s]	открывать исходный код чего-либо
trend <i>n.</i> [trend]	тенденция	to automate <i>v.</i> ['ɔ:təmeɪt]	автоматизировать
accessible <i>adj.</i> [ək'sesəbl]	доступный	to master <i>v.</i> ['mɑ:stə(r)]	овладевать, осваивать
autonomous <i>adj.</i> [ɔ:'tɒnəməs]	автономный	according to <i>prep.</i> [ə'kɔ:d]	соответственно чему-л., по мнению кого-л.
critical <i>adj.</i> ['krɪtɪkl]	решающий, крайне важный	(accident)-prone <i>adj.</i> [prəʊn]	предрасположенный к чему-л.
to process <i>v.</i> ['prəʊses]	обрабатывать	as compared to <i>prep.</i> [kəm'peəd]	по сравнению с
accurate <i>adj.</i> ['ækjərət]	точный	tolerance for <i>n.</i> ['tɒlərəns]	терпимость к чему-либо
error rate <i>n.</i> ['erə(r)] [reɪt]	частота появления ошибок	to justify <i>v.</i> ['dʒʌstɪfaɪ]	находить оправдание чему-либо

Exercise 2.2.1. Match the words to their synonyms.

accurate	crucial
trend	to produce
feature	to computerize
critical	to become familiar with
to manufacture	precise
to master	large-mindedness
tolerance	tendency
to process	characteristic
to automate	to be an expert in
to specialize in	to treat

Exercise 2.2.2. *Fill the gaps with a suitable word from the vocabulary list.*

- a) The variety of machines currently under study is _____ at www.roadabletimes.com .
- b) Demand for such schemes is great, and waiting lists can be up to six months, _____ some local experts.
- c) Overall growth in passenger car production in 2010 was about 100% _____ 2009.
- d) The _____ electric current source is turned on.
- e) _____ drivers keep destroying their cars, and self-destructive traders keep destroying their accounts.
- f) This type of antenna is _____ by parameter h of the antenna effective height.
- g) Spending so much money on this cannot be _____.
- i) The developers _____ the code for their 1990s game engine.

Exercise 2.2.3. *Write down your own example sentences using as many words from the vocabulary list as possible.*

Exercise 2.2.4. *Work with a dictionary. Study the table and put the words in the right columns (some words can be both). Name other “-ate” words that you know. Practice pronouncing these words.*

THE -ATE SUFFIX	
Adjectives	Verbs
How to pronounce: The primary stress does not fall on the suffix itself!	

[ət] (similarly to preposition “at”)	[eit] (similarly to “ate”, past tense of “eat”)
Accurate, ...	To automate, ...

Adequate, alternate, approximate, degenerate, delicate, duplicate, calibrate, consolidate, elaborate, generate, immediate, separate...

3) Reading Comprehension

Read the text below. Write down a short summary (7 sentences).

Developing Self-Driving Cars

Existing car companies **specialise in** “hardware” such as power trains and chassis, and even though they have years of **manufacturing** experience, it may not be enough anymore. Increasingly, cars don't just require manufacturing, they require software. Many cars already have **features** like smart parking assistants. Those features will likely continue to improve, until cars become fully autonomous.

A couple of technology **trends** are making driverless cars possible. First, artificial intelligence (AI) — specifically deep learning — has improved significantly. Then, the technology required to build driverless vehicles continues to get cheaper and more **accessible**.

Let's start with the AI problem. To build an **autonomous** car, machine vision accuracy is **critical**. Vehicles need to be able to see and understand the world in real time, then make decisions accordingly. Data collected by a car driving around with cameras and sensors is **processed** by so-called deep learning algorithms. Recently, these have become very **accurate**, the **error rate** having dropped to under 5%, making the algorithms more accurate at object recognition than humans.

Speaking of costs, it's also cheaper than ever to build a **smart car**. Many driverless car companies use tiny chips made by a well-known company, NVIDIA. For only two hundred dollars, you could get a circuit board taking up very little space but **characterized by** increased efficiency.

Additionally, a lot of the AI for autonomous vehicles is **open-sourced**, like Google's product TensorFlow, allowing more accurate technology to be created faster, every designer being able to learn from each other's data sets.

Still, some types of driving are easier to **automate** than others. Highway driving and parking, for example, are much easier for autonomous cars to **master** than city driving, there being fewer unpredictable obstacles, like pedestrians and bikers.

According to some researchers, once implemented, these technologies could significantly decrease accident rate. Being easily distracted, and—in some cases—intoxicated, humans are quite **accident-prone as compared to** AI. But the public may not be ready for driverless cars just yet. The public **tolerance for** robot accidents will most certainly be much lower than it is for human accidents. Though hardly **justified**, this prejudice is going to remain a bigger challenge.

Exercise 2.3.1. *True or false? Correct the false statements.*

- a) The important thing about the existing cars is that they require manufacturing more than any other things.
- b) Such car features as smart parking assistants will likely continue to improve, until cars become fully autonomous.
- c) Driverless cars are not yet possible.
- d) It's cheaper to build a smart car rather than an autonomous one.
- e) Some types of driving are easier to automate than others.
- f) City driving is much more difficult for autonomous cars to master than highway driving and parking.
- g) Recently, these have become very accurate, the error rate having dropped to under 8%, making the algorithms more accurate at object recognition than humans.
- h) Artificial intelligence as a car technology trend has improved significantly.
- i) Artificial intelligence is quite accident-prone as compared to humans.
- j) The public tolerance for robot accidents will most certainly be much lower than it is for human accidents.

Exercise 2.3.2. *Answer the questions.*

- a) What are the modern requirements for the existing car companies?
- b) What technology trends are making driverless cars possible?
- c) What factor is critical to build an autonomous car? How is it critical?
- d) What can you say about the costs of building a driverless car?
- e) Why are highway driving and parking much easier than city driving for autonomous cars?
- f) How is data collected by a car driving around with cameras and sensors processed?
- g) How would you explain the fact that the public may not be ready for driverless cars just yet?

4) Grammar

Exercise 2.4.1. *Find participles and participle phrases in the text. *Rephrase them, if possible.*

Exercise 2.4.2. *Translate into English using participles and various participle phrases.*

a) Мы описали крайне важное свойство материалов, характеризующихся высокой прочностью. b) Открыв исходный код своих программ, компания усилила свои лидирующие позиции. c) Поскольку компания автоматизировала сборку, производительность линии увеличилась. d) На конференцию приехали ученые, специализирующиеся на разработке «умных» домов. e) После того, как инженер освоил новое программное обеспечение, он получил повышение. f) Изготовленные на нашем заводе детали широко используются. g) Соответственно нашим точным расчетам, частота появления ошибок снизилась по сравнению с описанными ранее вариантами. h) Пытаясь оправдать бюджет проекта, босс говорил о новых тенденциях в отрасли. i) Информация, обработанная программой, выводится на экран. j) Поскольку это решение отличается простотой, оно стало популярным.

Lesson 3

1) Listening

Exercise 3.1.1. *Work in pairs. Discuss the following questions:*

- 1) What are the advantages of riding a bike instead of driving a car?
- 2) What are the disadvantages of riding a bike in a town or city?
- 3) When was the last time you rode a bike? Where did you go?

Exercise 3.1.2. *Read the words you will hear in the text.*

to recharge v.	заряжать повторно
to last for v.	длиться, хватать на (о заряде батареи)
trail n.	зд. велослужба
effort n.	усилие

Exercise 3.1.3. *Listen to the text and say what you learnt about an electric bike.*

Exercise 3.1.4. *Decide which statements are true.*

- 1) It may look like any other bike, but the clue is in the sound.
- 2) What you can hear is an internal combustion engine.
- 3) The bikes can get up to 60 miles an hour.
- 4) In Britain at the moment, most people know a lot about electric bikes.
- 5) You can recharge a bike only at the charging station.

Exercise 3.1.5. Listen to the text again and answer the following questions.

- 1) What is the speed of the electric bike?
- 2) What are the advantages of it?
- 3) Where can you hire an electric bike?
- 4) How long does the battery last?
- 5) Why were the old railway tunnels reopened?
- 6) Do you ever go cycling in Moscow?
- 7) Have you ever hired a bicycle?
- 8) How much did it cost you?
- 9) Do you know where bicycle trails can be found in Moscow?
- 10) How convenient do you find cycling in Moscow?

Exercise 3.1.6*. Look at the following table. Discuss the advantages and disadvantages of different types of bicycles.

Road bikes	designed for high-speed travel, have narrow tyres, a short wheelbase, a lightweight frame, can't be ridden on unpaved surfaces.
Touring bikes	used for long distances, have a smoother ride, lower gears than the average bike.
Mountain bikes	equipped to handle gravel roads, have better braking systems, shock-absorbing qualities, durable.
Hybrids	combine comfort, speed and durability, are good for short trips on paved roads, have narrower tyres than mountain bikes, are not as fast as road bikes.

Script

Electric bikes available for hire in England

An unusual bicycle hire scheme is hoping to attract more visitors to England's Peak District.

Visitors and people who live in this hilly area of central and northern England can now hire electric bikes to explore the countryside. Jenny Hill reports:

It may look like any other bike, but the clue is in the sound. What you can hear is a battery powered motor that takes away all the effort.

The bikes can get up to 15 miles an hour. What was once a mountain is suddenly a molehill.

Steve Garadis:

In Britain at the moment, most people don't really know what an electric bike is and what it can do. It's just like normal cycling, but with an extra boost that pushes you up the hills. It means you don't have to worry about headwinds. You don't get horribly sweaty.

Reporter:

At this cafe, you can hire the bikes, you can also recharge them. The batteries last for about 40 miles. Other local businesses offer the same service.

What you won't find here are cars. In fact, they've just opened up old railway tunnels to keep this trail traffic free.

Jenny Hill, BBC NEWS

http://www.bbc.co.uk/worldservice/learningenglish/language/wordsinthenews/2011/05/110530_witn_elect ric_bike_page.shtml

2) Speaking

Complaining about Car Troubles

Exercise 3.2.1. *Here are two dialogues for you to read. Then make up two more dialogues using the phrases in boxes below (they are in random order).*

The Car Broke Down

Burt: Hey Kevin! Where were you in the morning?

Kevin: Don't even talk about my morning.

Burt: Why? What happened? Is everything alright?

Kevin: My car broke down today and I had to miss such an important meeting.

Burt: Whoa! What happened to your car?

Kevin: The mechanic said that there was a problem with the radiator.

Burt: So, what now? Did you get it repaired?

Kevin: Not yet, but the mechanic is taking care of it. I'll get it back by Tuesday.

Burt: So, I wouldn't worry. It's not a major problem. But how will you commute till Tuesday?

Kevin: Haven't thought about it yet.

Burt: Why don't we share a taxi until you get your car back?

Kevin: Thanks. I think that's a good idea.

Problem With the Car Battery

Kevin: Where are you Mary?

Mary: I'm home. My car just won't start.

Kevin: I used to have the same problem with my old car. Did you check the battery?

Mary: Yeah. It was dead in the morning. I called the mechanic to give my car a jump.

Kevin: Well, I guess if you need to jump-start your car, you probably need to buy a new battery.

Mary: What are you saying? I bought this battery just a couple of months ago.

I don't think I should have a problem with it every second day.

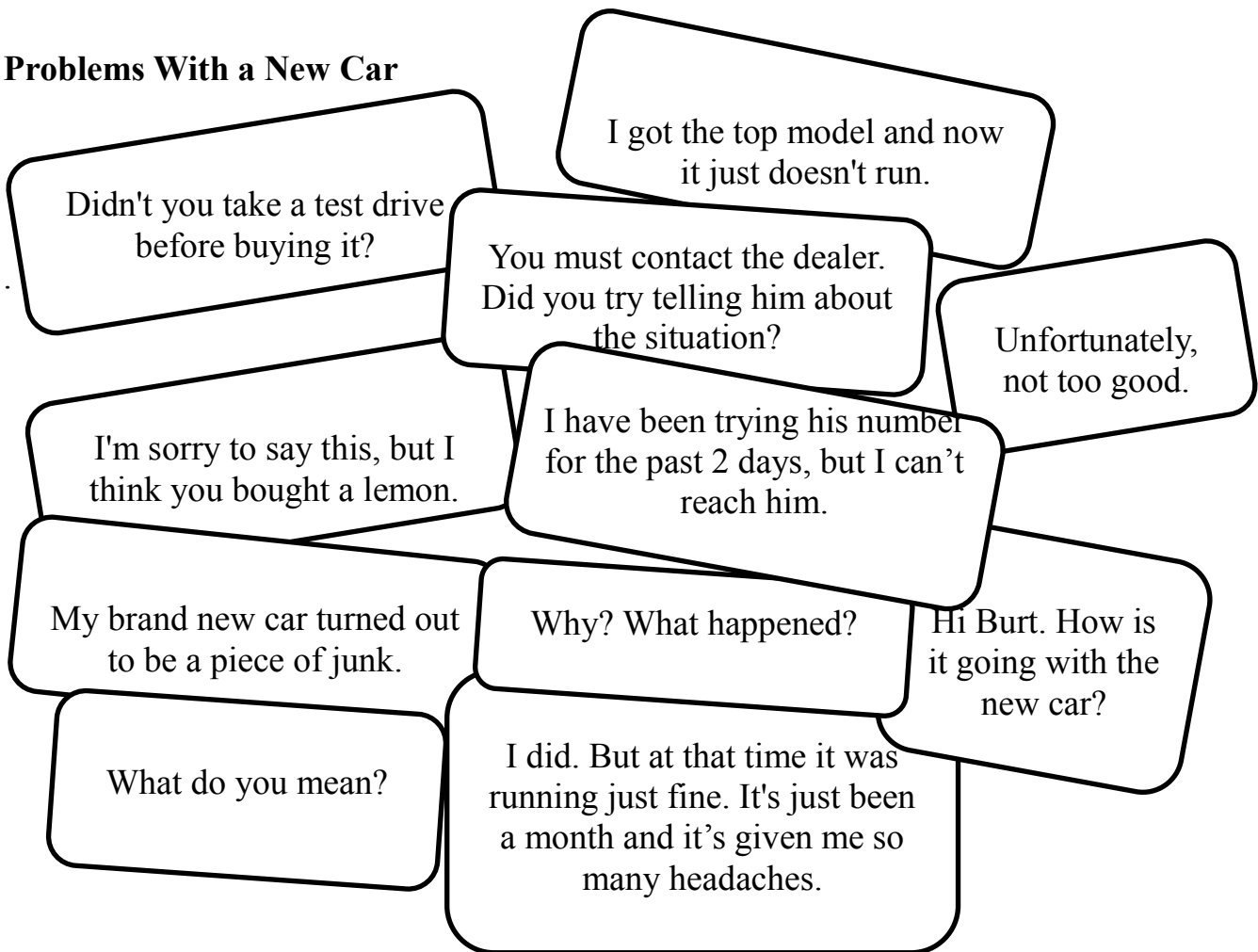
Kevin: I guess the dealer sold you an old one. Did he give you any warranty card with it?

Mary: Yes. I suppose.

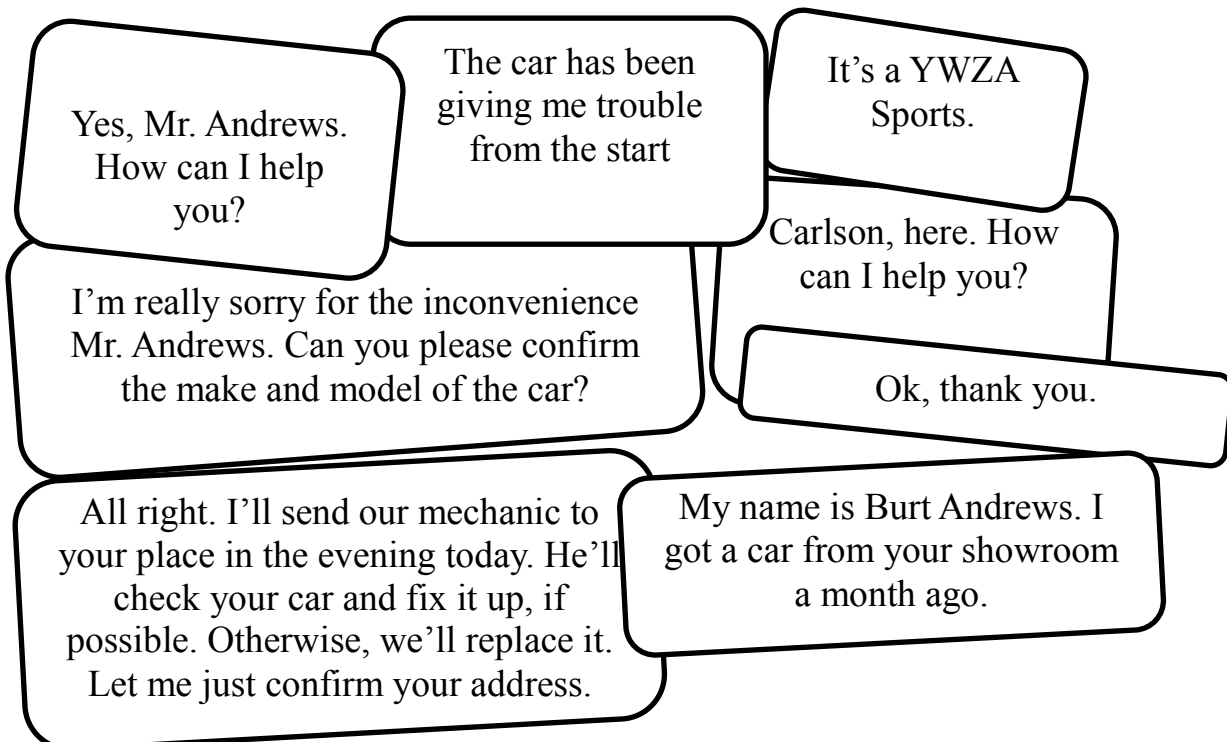
Kevin: Then call the dealer and ask him to replace it. You are still eligible to claim the warranty.

Mary: All right. Thanks for your help. I'll call the dealer right now.

Problems With a New Car



Calling Your Dealer to Complain About a Defective Car



Exercise 3.2.2*. Match the car problems to the ways of fixing them. More than one combination is possible. How often do you/can you encounter them and what could the reasons be? Discuss it with your partner.

CAR PROBLEMS	FIXING CAR PROBLEMS
<ul style="list-style-type: none"> • Car broke down/doesn't run • Misaligned tyres • Car won't start • Faulty brakes • Radiator problem • Excessive bouncing and shaking while driving • Worn and a failing suspension system • "Pulling" vehicle on the road/steering wheel vibration • Dead battery 	<ul style="list-style-type: none"> • Oil change • Car tune-up • Fixing tyres and suspension • Brake Repair and Replacement • Wheel Alignment • Radiator repair • Battery replacement • A car jump-start • Engine tuning

Exercise 3.2.3. Match the two parts to make appropriate word combinations. More than one combination is possible.

1. to fix 2. to tune 3. to get (regular) 4. to repaint 5. to align 6. to jump-start 7. to replace 8. to repair 9. to adjust 10. to change	a. the hood b. oil-changes c. the wheels d. the radiator e. the car f. the battery g. the tyres/the suspension h. the engine i. the air/fluid filters j. the car
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Exercise 3.2.4. Here are 4 car problems. Match them properly to their descriptions.

Wheel Alignment; Oil Change; Car Tune-Up; Brake Pad Replacement/Brake Repair

Most know that an _____ is something that needs to be performed on a vehicle every so often (usually 3,000 miles), but few understand its importance in the proper functioning of an engine. If you continue driving your car without getting regular _____, it could lead to costly automotive repairs in the future and decrease the longevity of your vehicle's life.

Depending on the age, make, and model of a car or truck, a _____ can include anything from carburetor replacements to fluid checking. _____ do happen in intervals, much like an oil change, and these can also vary depending on your vehicle.



In fact, some statistics show that upward of 5 percent of car accidents are caused by faulty brakes, tires and suspension systems. The first sign of problems usually emanates with screeching when applying pressure to the brake pedal. If left too long, simple _____ can become an expensive automotive repair. Don't let it get that far!

Proper _____ can give the tread on your tires months if not years of extra life. In performing _____, you ensure yourself a safe and much more comfortable ride.

Exercise 3.2.5. Read the promotional leaflet on Joe's Auto Repair Department. Make dialogs using your knowledge on car problems and taking into consideration the offered services.

<http://www.joesservicedepartment.com>

Every car has its own personality, but they all share the need for an expert auto mechanic when something goes wrong. At Joe's Service Department, our auto shop has years of experience providing car maintenance services. Whether your vehicle needs its fluids checked or has some issues with its AC, our professionals will get you back on the road in no time.

 <p>AUTO REPAIRS</p>	 <p>AUTO MAINTENANCE</p>
<p>Engine Repairs</p> <p>Brakes</p> <p>AC Compressors</p> <p>Heating elements</p> <p>Tyres & Suspension Aligment</p>	<p>Oil changes</p> <p>Tune-ups</p> <p>Computer Diagnostics</p> <p>Fluid Replacement</p>

Lesson 4

Writing a letter of complaint

1) Warm-up questions

1. What would you do if you had a serious problem with a new car or with its repairs/maintenance performed by other people?
2. When do you think people should write letters of complaint?
3. Have you or anyone you know ever written a letter of complaint? Could you share any details?

2) Stages

Letters of complaint usually include the following stages:

1. Background
2. Problem - cause and effect
3. Solution
4. Warning (optional)
5. Closing

Exercise 4.2.1. Here are some phrases dealing with car troubles in a typical complaint letter. Put them in the correct order according to the above stages to get a complaint letter.

- a) On [date] I asked you to service the above vehicle Toyota Corolla [model, engine capacity]. When I collected the vehicle from you on [date], I was told that you had carried out a “full service”, had diagnosed [particular faults: specify if necessary] and had put these right.
- b). The same evening my car wouldn't start.
- c). I look forward to receiving your cheque for [£.....] within the next 14 days.
- d). Should you fail to reimburse me I shall have no alternative but to issue a claim against you in the county court for recovery of the money without further reference to you.
- e). On date [], [...] after the service I noticed a lot of smoke coming from the bonnet.
- f) The above faults indicate that you failed to carry out the work on my [vehicle] with reasonable skill and care, using parts of satisfactory quality and fit for their purpose, as laid down by the [Consumer Rights Act 2015 OR Supply of Goods and Services Act 1982], and I am therefore legally entitled to receive compensation from you for breach of contract.

3) Useful phrases

Here are some more introductory phrases to help you deal with your problems at each stage of your complaint letter.

<p>Background</p>	<p>I am writing to inform you that+<i>clause/of +noun</i></p> <p>I am writing to ask for an explanation of the following issues...</p> <p>Unfortunately, my enjoyment of ... was spoiled by a number of organizational problems.</p> <p>I am writing to inform you of my dissatisfaction with + <i>noun</i></p>
<p>Problem</p>	<p>Cause:</p> <p>Firstly, I had difficulty in + <i>Gerund</i></p> <p>I found totally unworkable.</p> <p>I found out that + <i>clause</i></p> <p>Effect:</p> <p>This error put us in a difficult position, as...</p> <p>This caused us considerable inconvenience.</p> <p>This large number of errors is unacceptable to us, and we are therefore unable to...</p> <p>I am writing to ask you to ... and to ensure that such errors do not happen again.</p> <p>Could I please ask you to look into these matters.</p> <p>Please send us...</p>
<p>Warning (optional)</p>	<p>Otherwise, we may have to look elsewhere for our supplies.</p> <p>I'm afraid that if these conditions are not met, we may be forced to take legal action.</p> <p>If the fees are not paid by Monday, 5 September 2016, you will incur a 10% late payment fee.</p>
<p>Closing</p>	<p>I look forward to receiving your explanation of these matters.</p> <p>I look forward to receiving your payment.</p> <p>I look forward to hearing from you shortly.</p>

Exercise 4.3.1. *Work in groups. Practice filling the gaps in the examples above with your own information.*

4) General tips

Here are some general tips on writing a letter of complaint:

Politeness

The tone of complaint letters should not be aggressive or insulting, as this would annoy the reader and not encourage them to solve the problem. In addition, questions such as 'Why can't you get this right?' should not be included.

Content

The content should contain enough details so that the receiver does not have to write back requesting more.

Legal action is not normally threatened in the first letter of complaint, unless the situation is very serious.

Exercise 4.3.1. *Which example is taken from a successful letter of complaint, and which one is unacceptable? Explain why.*

Hey there Barry's Restaurant owners! We went to your pathetic establishment last night - the service was awful and the food was a disaster! I complained to the head waiter, but he asked me to put it in writing, so here I am writing and wasting more of my time. Why do you have to be so annoying?	Dear Sir or Madam I am writing to complain about the unacceptable treatment that I received in your restaurant last Friday. First of all, we were given a table just in front of the toilets, although we had booked a different one in advance. Secondly, we had to wait for nearly half an hour to be served. I very much hope that in future you will take care of these mistakes.
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5) Now read a sample complaint letter to a car dealer. Provide your own information.

<p><i>Your name</i></p> <p><i>Your address</i></p> <p><i>Your phone number</i></p> <p><i>Your email address (if you have one)</i></p> <p><i>Date</i></p> <p><i>Name of dealer</i></p> <p><i>Street</i></p> <p><i>Suburb/Town</i></p>
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State Postcode

Dear Sir/Madam

Re: *(insert vehicle make, model and registration number)*

On *(date)* I purchased a motor vehicle from your dealership *(put the vehicle details here, for example, year, make, model and registration number)*. Unfortunately, the vehicle has not been satisfactory because *(say what the problem is. If you have already taken the car back, state what action has been taken and what the results have been, for example, 'Your mechanic inspected my vehicle and agreed to fix the problem under warranty, however, when I collected the vehicle and started using it again, the problem was still there')*.

I would appreciate it if you could organise to *(say what you want the dealer to do, for example, have the problem fixed/use another repairer to fix the problem)* by *(date)*. As I am sure you can appreciate, I rely on my car for transport and apart from the inconvenience, this problem has also caused me to incur additional cost (I have kept the receipts as proof).

I look forward to settling this matter amicably. If, however, the matter is not satisfactorily resolved by *(date)*, I will consider taking further action to resolve the complaint either through the Department of Commerce or through the courts.

Yours faithfully,

(Your name)

6*) Write your own letter of complaint based on the above patterns.