

Part A

Instructions: Listen to the following conversation and then answer the following questions by choosing True or False.

1. The customer is concerned about the transmission and engine light.
2. The customer is interested in potentially using used parts to save money.
3. The mechanic can immediately provide an accurate estimate of the repair cost.
4. The mechanic offers a warranty on both parts and labor.
5. The mechanic cannot provide a written estimate of the repairs.

Part B

Instructions: Read the following text and then answer the following questions by choosing the correct answer.

The customer brought their car in for service, concerned about the transmission shifting roughly and the illuminated engine light. They also inquired about replacing their tires and asked about the potential use of used parts to reduce costs. The customer requested a written estimate for the repairs and inquired about the warranty coverage on both parts and labor.



1. What is the customer's main concern about the car?
2. What does the customer want the mechanic to do first?
3. Why is the customer interested in used parts?
4. What kind of warranty does the mechanic offer?
5. What is the next step after the mechanic diagnoses the issues?