

## Part A

**Instructions:** Listen and answer questions by choosing True or False.



1. The car makes a clicking noise when accelerating. True False
2. The car is losing power and struggling to accelerate. True False
3. The brakes feel firm and responsive. True False
4. The car pulls to one side while driving. True False
5. The car starts easily in the morning. True False

## Part B

**Instructions:** Listen and read along the following conversation. Answer the following questions by choosing the correct answer.

**Customer:** Good morning. I've been having several issues with my car lately and I really need your help.

**Mechanic:** Good morning! Sure thing. What's going on with your car?

**Customer:** Well, for starters, my car makes a clicking noise when I turn. It's really noticeable and worrying.

**Mechanic:** A clicking noise when you turn could indicate an issue with the CV joints. They might be worn out and need replacing. Anything else?

**Customer:** Yes, the car is also losing power. It feels like it's struggling to accelerate.

**Mechanic:** Loss of power can be caused by a number of things, like a clogged fuel filter, a problem with the spark plugs, or even an issue with the fuel pump. We'll need to run some diagnostics to pinpoint the exact cause.

**Customer:** I've also noticed that the brakes feel spongy. They don't seem as responsive as they should be.

**Mechanic:** Spongy brakes are usually a sign that there's air in the brake lines, or there could be a problem with the brake fluid or master cylinder. We'll definitely want to check that out for safety.

**Customer:** Another thing is that the car is pulling to one side when I drive.

**Mechanic:** That could be due to uneven tire pressure, misalignment, or even worn-out suspension components. We'll inspect the tires and suspension to find out.

**Customer:** Lastly, the car won't start in the morning. I have to try multiple times before it finally starts.

**Mechanic:** Hard starting in the morning can be due to a weak battery, faulty starter motor, or issues with the fuel system. We'll test the battery and starter and check the fuel delivery.

**Customer:** Great, I really appreciate your help. When can you start looking at it?

**Mechanic:** We can start right away. Let's get your car into the garage, and we'll go through each issue one by one. We'll keep you updated on what we find, and the repairs needed.

**Customer:** Thanks a lot. I hope it's nothing too serious.

**Mechanic:** Don't worry, we'll get to the bottom of it and have your car running smoothly again in no time!

1. The customer's car makes a clicking noise when accelerating.
2. The mechanic suggests that the clicking noise could be due to worn-out CV joints.
3. The customer mentions that the car feels spongy when turning.
4. One of the problems with the car is that it pulls to one side when driving.
5. The mechanic states that hard starting in the morning could be due to a weak battery, faulty starter motor, or issues with the fuel system.