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## Couple Faces Nearly £10,000 Bill After Diesel Misfuel in Rental Car

### Description

The Graves family from Canada rented a car from Enterprise. After their trip, they got a strange email. The company said they owed almost £10,000 because they put diesel fuel in the car. The car was damaged and could not start.

Kelly and Katherine Graves were surprised. They had just returned home from their trip. They argued that they did not put diesel in the car. They kept the gas station receipts and photos to prove their point. The car needed regular petrol, and they filled it up correctly.

The car ran well on the way to the airport. It did not have any issues. The couple insisted they did not put diesel in the tank. After many months, they received a £10,000 bill.

The Graves hired a lawyer to help them. They shared their documents showing they were correct. Soon after, Enterprise decided to drop the charge. The Graves were happy to be free of the bill. They now tell others to keep their receipts when renting cars. They also suggest using different rental companies in the future.

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### Vocabulary List:

1. **diesel** //ˈdiːzəl// (noun): A type of fuel for some cars
2. **damaged** //ˈdæmɪdʒd// (adjective): Broken or harmed and not working properly
3. **receipts** //rɪˈsiːts// (noun): Small papers that show a purchase
4. **insisted** //ɪnˈsɪstəd// (verb): Said something firmly and would not change it
5. **charge** //tʃɑːdʒ// (noun): An amount of money someone must pay
6. **lawyer** //ˈlɔːɪər// (noun): A person who helps with law problems

## Comprehension Questions

### Multiple Choice

1. How much did Enterprise claim the Graves family owed?

Option: £1,000

Option: £5,000



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Option: £10,000

Option: £15,000

2. What type of fuel was mistakenly put in the rented car?

Option: Petrol

Option: Diesel

Option: Electric

Option: Hybrid

3. Who did the Graves family hire to help them with the issue?

Option: A financial advisor

Option: A lawyer

Option: A rental expert

Option: A mechanic

4. What did the Graves family keep to prove their innocence?

Option: Bank statements

Option: Gas station receipts

Option: Rental agreements

Option: Car manuals

5. What did the Graves couple suggest to others after their experience?

Option: Always use Enterprise

Option: Keep receipts when renting cars

Option: Rent cars without insurance

Option: Trust the rental company completely

6. What was the initial condition of the car during their trip?

Option: It had issues

Option: It ran well

Option: It was already damaged

Option: It broke down immediately

### True-False

7. The Graves family agreed that they put diesel fuel in the rented car.

8. Enterprise decided to proceed with the charge against the Graves family.



9. The Graves family did not keep any receipts from the gas station.
10. Kelly and Katherine Graves were satisfied with the outcome of their situation.
11. The Graves' car was running poorly throughout their trip.
12. The Graves family suggests using different rental companies in the future.

### Gap-Fill

13. The Graves family rented a car from \_\_\_\_\_.
14. The car needed regular petrol, and they filled it up \_\_\_\_\_.
15. After many months, they received a \_\_\_\_\_ bill.
16. They shared their documents showing they were \_\_\_\_\_.
17. The couple insisted they did not put diesel in the \_\_\_\_\_.
18. They now tell others to keep their \_\_\_\_\_ when renting cars.

### Answer

**Multiple Choice:** 1. £10,000 2. Diesel 3. A lawyer 4. Gas station receipts 5. Keep receipts when renting cars  
6. It ran well

**True-False:** 7. False 8. False 9. False 10. True 11. False 12. True

**Gap-Fill:** 13. Enterprise 14. correctly 15. £10,000 16. correct 17. tank 18. receipts

### CATEGORY

1. Business - LEVEL1

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3. diesel
4. enterprise
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