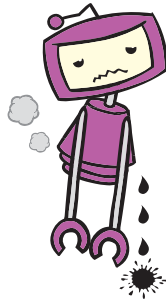


Saving Robot Zak

Oh no! What's this? Am I ... leaking?
This has to be fixed. Quick, Peter,
Anna, you need to get me serviced
and repaired. What if you can't fix
me? I'll be broken forever. I could
become spare parts! Aarrggghhh!



LINKS TO:

Stage 3, Module 4

Learning Object 3: *Peter's nightmare*

PRIOR LEARNING:

Stage 2

Module 7 Work Sheet 4: *Cooking up a storm*

Stage 3

Module 3 Work Sheet 1: *Taken for a ride*

1 What will happen?

When equipment breaks down, there are usually discussions about what is the best course of action. Sometimes things can be repaired or upgraded, or they may need to be replaced. To talk about what's happening, you will need to use expressions of possibility and impossibility.

In Module 3, Work Sheet 1, *Taken for a ride*, you have learnt about the word *mungkin*. In Indonesian, there are other modifiers to express possibility and probability, such as *kemungkinan besar*, *barangkali*, *tampaknya* or *kelihatannya* which all mean 'maybe', 'perhaps' or 'probably'.

➔ For example:

Kemungkinan besar jaminannya masih berlaku.

It is possible that our warranty is still valid.

Barangkali kita perlu beli model yang lebih baru.

Maybe we need to upgrade to a new model.

Kelihatannya perbaikannya akan selesai dalam waktu dua minggu.

It is likely that the repairs will take two weeks.

Tampaknya suku cadang itu perlu dipesan dari luar negeri.

It is likely that the parts have to be ordered from overseas.

To express impossibility you can add the word *tidak* to *mungkin*. For each of the other modifiers you have to negate the predicate.

➔ For example:

*Barangkali kita **tidak** perlu beli model yang lebih baru.*

Maybe we need not upgrade to a new model.

*Kelihatannya perbaikannya **tidak** akan selesai dalam waktu dua minggu.*

It is likely that the repairs will not take two weeks.

2 Can we fix it?

You have already learnt about following instructions in Indonesian in Stage 2, Module 7, Work Sheet 4, *Cooking up a storm*. In this work sheet, you will need to help Peter and Anna follow the instructions in Zak's maintenance manual.

You have already learnt that instructions are usually written in the imperative mode. In Indonesian, there are many constructions that can be used for this purpose. You are already aware of the most basic construction involving the use of a verb and the appropriate intonation.

➤ For example:

<i>Buka!</i>	Open!
<i>Hapus!</i>	Delete!

If the verbs have the prefix *ber-*, the prefix is not deleted.

➤ For example:

<i>Berhenti!</i>	Stop!
<i>Berdiri!</i>	Stand up!

Verbs which have the prefix *me-*, and which are followed by an object, however, typically drop the *me-* prefix in the imperative.

➤ For example:

<i>Isi baterai!</i>	Charge the battery!
<i>Hapus sistem pengoperasian!</i>	Delete the operating system!

Exercises

Exercise 1

Zak is malfunctioning. He has the following symptoms:

- He is leaking oil.
- His memory card is not accessible.
- His red oil-level indicator light is on.

Peter has found the user manual for Zak and is trying to identify the problem so that he and Anna can decide what to do.

(continued on following page)

Examine the troubleshooting guide below and then answer the questions that follow in English.

Pedoman untuk Memecahkan Masalah pada Zak

Temukan masalahnya kemudian coba solusi yang diberikan di sini sesuai urutan. Kalau tidak ada solusi yang bisa memecahkan masalah Anda, silakan telepon nomor layanan kami untuk mendapat bantuan, atau bawa robot Anda ke tempat reparasi robot yang diakui.

Masalah	Penyebab	Solusi
Robot tidak mau menggapung. Lampu fungsi tidak menyala. Tidak ada tanggapan kalau diajak bicara.	Pembangkit tenaga tidak berfungsi	<ul style="list-style-type: none">• Isi kembali baterai robot di dok pengisian (hal89)• Ganti baterai (hal100)
Kata-kata robot rancu. Robot bicara bahasa yang tidak dikenal. Robot tidak mengenali pemilik.	Memori gagal	<ul style="list-style-type: none">• Matikan robot lalu nyalakan lagi (hal298)• Hapus lalu pasang lagi sistem pengoperasian (hal315)• Setel kembali bahasa standar (hal23)• Setel kembali perangkat lunak pengenalan wajah (hal45)
Robot tidak mau berhenti berbicara. Lengan robot berputar-putar tidak terkendali. Robot menyemburkan asap hitam dari mekanisme pengapung.	Starter motor atau mesin robot aus	<ul style="list-style-type: none">• Jalankan program pemulihan otomatis (hal323)• Ganti mesin starter motor (hal9)• Uji fungsi mesin (hal45)
Oli robot bocor. Kartu memori robot tidak bisa diakses. Lampu penunjuk oli menyala merah.	Problem dengan sistem oli	<ul style="list-style-type: none">• Ganti oli (hal54)• Ganti saringan oli (hal68)• Ganti pipa oli (hal97)

1.1 What is the cause of the problem with Zak?

1.2 What solution should Anna and Peter try first?

(continued from previous page)

1.3 What should Peter and Anna do if all of the suggested solutions don't fix the problem?

1.4 What problems would Zak be experiencing if he had memory failure?

1.5 Where would Peter and Anna find instructions for how to run Zak's auto-restore program?

(continued on following page)

Exercise 2

Oh no! Peter has tried all the solutions in Zak's troubleshooting manual. The only problem is, while he was replacing the oil line, he snapped the Nanozoozle in half.

Now Zak has stopped working altogether. In order to repair him, Peter and Anna will have to get a replacement part.

They have found two places that may stock the part they need, and have called them to find out if the part is available.

Read the following conversations between Peter, Anna and the shop assistants and then complete the exercises that follow in English.

Peter calls Robot Roby

Roby: Selamat siang. Ini Robot Roby. Saya Roby.

Peter: Selamat siang, Pak Roby. Nama saya Peter. Saya menelepon untuk mencari tahu apa saya bisa membeli sebuah Nanozoozle.

Roby: Hmm. Apa model robot Anda?

Peter: Model ZCC2000.

Roby: Astaga. Model itu penuh masalah. Saya tidak yakin apa suku cadang untuk model itu masih dibuat atau tidak.

Peter: Apa Bapak masih punya sebuah Nanozoozle?

Roby: Coba saya lihat dulu. Hmm. Tidak. Tapi saya bisa pesan satu untuk Anda. Bukan suku cadang yang asli, tapi bisa dipakai untuk membetulkan robot Anda.

Peter: Apakah memakai suku cadang yang bukan asli akan menimbulkan masalah?

Roby: Mungkin jaminan Anda menjadi tidak berlaku lagi, tapi pasti jaminan untuk benda antik seperti itu sudah habis, bukan?

Peter: Berapa lama sebelum suku cadangnya tersedia?

Roby: Mungkin akan makan waktu sampai enam minggu sebelum suku cadangnya sampai dari luar negeri.

Peter: Dan berapa harga suku cadang itu?

Roby: Termasuk ongkos kirim? Rp590.000.

Anna calls Dunia Robot

Bobi: Selamat siang. Dunia Robot. Nama saya Bobi. Ada yang bisa saya bantu?

Anna: Halo Pak Bobi, nama saya Anna. Saya mencari suku cadang untuk robot saya, ZCC2000.

Bobi: Kami mempunyai stok suku cadang asli untuk Zak yang lumayan besar, jadi kemungkinan besar saya dapat membantu. Anda perlu suku cadang yang mana?

Anna: Nanozoozle Zak rusak.

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Bobi: Coba saya lihat di bank data kami. Hmm... Kami punya stok Nanoozoozles. Harganya Rp890.000 satu.

Anna: Aduh, mahal sekali.

Bobi: Ya, memang. Dulu kami punya stok suku cadang yang bukan asli dan lebih murah, tapi pelanggan kami bilang suku cadang itu cepat aus dan menyebabkan kerusakan pada sistem pengoperasi ZAK.

Anna: Saya tidak mau itu terjadi. Zak sudah seperti anggota keluarga kami.

Bobi: Keluarga saya mempunyai sebuah Zak, dan kami selalu menggunakan suku cadang yang asli untuk alasan yang sama.

Anna: Apa barangnya bisa diantar?

Bobi: Kemungkinan besar kami bisa mengantar ke tempat Anda. Anda tinggal di mana?

Anna: Kami tinggal di Kedoya.

Bobi: Tidak masalah. Kami bisa mengantar suku cadangnya besok siang dan teknisi kami bahkan bisa memasang suku cadang itu untuk Anda.

2.1 Which supplier offers genuine ZCC2000 parts? Support your answer with quotations from the text.

2.2 What is the difference between using genuine and non-genuine parts? Support your answer with quotations from the text.

2.6 From which supplier would you advise Peter and Anna to purchase the spare part? Give reasons for your answer.





Exercise 3

Peter and Anna need to decide whether to order the spare part for Zak through Robot Roby or Dunia Robot.

Use the information from the two telephone enquiries in Exercise 2 to write a conversation between Anna and Peter in Indonesian in which they discuss their options, and decide which supplier to use.

Peter:

Anna:

(continued on following page)

(continued from previous page)

Peter: _____

Anna: _____

Peter: _____

Anna: _____

Peter: _____

(continued on following page)

(continued from previous page)

Anna: _____

Peter: _____

Anna: _____
