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**Service specification for automobile after-sales
spare and accessory parts market**

汽车售后零配件市场服务规范

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Service specification for automobile after-sales spare and accessory parts market

1 Scope

This Standard specifies the basic requirements, service information, service place, service facilities, value-added service, and service supervision and improvement.

This Standard applies to organizations and personnel who provide transactional service and management of automobile after-sales spare and accessory parts.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition dated applies to this document. For undated references, the latest edition of the referenced documents (including all amendments) applies to this document.

GB/T 10001.1, *Public information graphical symbols – Part 1: General symbols*

GB 13495.1, *Fire safety signs – Part 1: Signs*

GB/T 22125, *Operation and management regulations for enterprises of marketing automobile parts*

GB/T 29632, *Range of main parts and the guarantees certificate in repair, replacement and return warranty of automobile*

GB/T 32007, *Unified coding and identification for auto parts*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1

auto spare and accessory parts

products which constitute all units of the whole vehicle and serve the vehicle.

In order to meet the requirements of consumers, automobile after-sales spare and accessory parts distributor shall meet the following requirements:

- a) parts sold shall be marked with original, product name, agency (dealer), certificate of compliance, etc., which are as required by GB/T 32007. They shall meet relevant national product quality requirements. The exterior and interior package shall be intact. The accessories shall be complete. The data including instructions and warranty cards shall be complete;
- b) it shall provide the free maintenance service within the period of “three-guarantees” and the charged repair service beyond the period of “three-guarantees”. The range of parts for maintenance service shall be as specified in GB/T 29632;
- c) an open, transparent and reasonable price system shall be implemented, explaining clearly the types of parts, such as original parts, equivalent quality, remanufactured parts, reuse parts, etc.;
- d) the provisions shall be indicated clearly including quality guarantee and warranty service, and technique, quality, service specifications, etc. of after-sales service which consumers need to know;
- e) if installation maintenance service is provided, automobile parts shall be installed, maintained and replaced correctly. The service process shall be open and transparent. The whole process should be monitored;
- f) quality warranty commitments shall be honored and corresponding after-sales service provided;
- g) the quality and origin of parts sold should be monitored to achieve the whole-process traceability;
- h) when automobile parts do not meet quality requirements, they shall be returned or replaced in accordance with national regulations. When there is an agreement between two sides, it shall be implemented as agreed.

4.5.2 Maintenance service requirements

Maintenance service providers of automobile after-sales spare and accessory parts provide maintenance services, which shall meet the following requirements:

- a) the automobile after-sales spare and accessory parts provided by consumers shall not be replaced during maintenance;
- b) parts shall be installed and maintained correctly. The service process shall be open and transparent. The whole service process should be monitored;

6 Service places

6.1 Trading place of automobile after-sales spare and accessory parts shall have a certain scale of business place and should be provided with a ground- or underground-parking lot.

6.2 Service place shall be clean and safe; automobile spare and accessory parts shall be stored in different areas; fire passages and human-goods passages shall be unblocked and well arranged.

6.3 Information guide signs, functional division signs, warning signs and safety signs shall be provided at conspicuous locations of service place; the design of signs and marks shall be as specified in GB/T 10001.1 and GB 13495.1.

6.4 Advertising boards and bulletins shall be provided at conspicuous locations such as automobile parts sales website or service place, to publicize relevant information concerning sales to consumers.

6.5 No activity or behavior influencing normal operation shall be carried out in service place to ensure the operating behavior is in good order.

7 Service facilities

7.1 Service place shall be provided with complete service facilities for the use of automobile spare and accessory parts, such as automobile brake systems, electric instrument systems, body and accessory systems and so on.

7.2 Automobile spare and accessory parts enterprises shall provide measuring instruments which comply with national regulations; they shall be submitted to an accrediting body for testing and calibration at fixed periods; they can only be used after they pass the testing.

7.3 A certain number of monitoring devices shall be provided during the service process to ensure normal operation; records shall be kept well.

7.4 Multiple kinds of information service facilities shall be provided at conspicuous locations of service place, e.g. information presentation and information query; use-maintenance lists and specifications shall be given.

8 Value-added services

8.1 Testing service

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