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Specification for automobile after-sales service

汽车售后服务规范

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Table of Contents

Foreword.....3

1 Scope.....4

2 Normative references.....4

3 Terms and definitions4

4 Environment and personnel requirements for automobile after-sales service
.....5

5 Automobile after-sales service process requirements.....6

6 Customer tracking and complaint handling9

Specification for automobile after-sales service

1 Scope

This Standard specifies the basic requirements for automobile after-sales service, including service environment and personnel, service process and customer complaint handling.

This Standard applies to after-sales service of automobile service provider.

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 3730.1, *Motor vehicles and trailers – Types – Terms and definitions*

GB/T 19000, *Quality management systems – Fundamentals and vocabulary*

GB 26877, *Discharge standard of water pollutants for motor vehicle maintenance and repair*

3 Terms and definitions

For the purposes of this document, the following terms and definitions, and those given in GB/T 3730.1 and GB/T 19000, apply.

3.1

automobile after-sales service

Process in which maintenance and other technical services are provided for customers and their automobile products through contact with customers and automobile products sold, in order to meet the requirements for their normal use of automobile products.

3.2

5 Automobile after-sales service process requirements

5.1 General requirements

5.1.1 Automobile service providers engage in commercial activities related to automobile products: they shall run by law and in good faith; they shall provide standard services; they shall act as a fair competitor.

5.1.2 Automobile service providers shall plan and provide special resource-service environment for services, including:

- a) direct and indirect personnel required for after-sales services;
- b) fixed places and ancillary facilities such as service presentation, business discussion, product repair, spare part storage and parking;
- c) equipment required for service sales and after-sales services;
- d) special skills and techniques;
- e) appropriate service environment;
- f) financial resources.

These resources and service environment shall match with the operation scale of service provider; they shall be under effective management.

5.1.3 They shall establish a quality management system complying with relevant laws, regulations and quality standards, which matches with service items.

5.1.4 For exit-factory automobile products, automobile service provider shall provide the following data along with automobile products:

- a) automobile product conformity certificate;
- b) use instructions or technical instructions to automobile products;
- c) list of spare parts.

5.2 After-sales service process and quality requirements

5.2.1 After-sales service process requirements

They shall establish a complete, scientific, rationalized after-sales service process, which shall include:

- a) service communication;

- a) test on completion;
- b) necessary cleaning and packaging (such as automobile washing and part packaging);
- c) resetting;
- d) informing of replaced parts;
- e) closing windows, locking doors and parking at prescribed parking spaces.

5.3.2 In-company handover personnel shall carry out verification before handover, including verification of maintenance work orders and services:

- a) service items completed as specified;
- b) completeness of inspection records;
- c) necessary signature and date;
- d) cleanliness of products;
- e) replaced parts.

5.3.3 Responsible personnel shall hand over products to customers in accordance with the prescribed time and method. The following duties shall be executed before handover:

- a) printing settlement lists, in which repair materials and man-hour costs shall be calculated respectively;
- b) explanation of service items and cost components;
- c) guiding customers to pay service charges;
- d) presenting invoices, settlement lists, motor-vehicle complete maintenance conformity certificate and exit permit;
- e) if necessary, providing after-sales extended services.

5.3.4 During the delivery of safety items and important maintenance items, after-sales service provider shall demonstrate the performance to customers.

5.4 Maintenance rescue service

5.4.1 Where after-sales service providers provide 24-h telephone and maintenance rescue services, they shall pre-announce rescue telephones and charging standards.

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