

Activity: Reason Why a Customer Calls a Garage

<u>Preventative Maintenance</u>	<u>Regular Maintenance</u>	<u>Diagnosis and Repair</u>	<u>Fitting of Accessories</u>
Change the tyres (= Tyre changing)	Change the valve timing, the brakes, disk pads...	Faults in engine, gearbox, brakes, electronic equipment...	Install or change a car radio
			Add a fridge
Change the brakes	Service	Change the clutch or the gearbox	Install a tow hitch ball
Change the spark plugs...	Oil change	Check the steering, turbo-compressor, suspensions, shock absorbers, water pump...	Customize/modify the dashboard
			Change rims/wheels
Change worn out parts...	Replace the filters	Check the AC, recharge...	Replace ordinary bulbs for xenon bulbs

Activity: Reason Why a Customer Calls a Garage

<u>Preventative Maintenance</u>	<u>Regular Maintenance</u>	<u>Diagnosis and Repair</u>	<u>Fitting of Accessories</u>
Change the tyres (= Tyre changing)	Change the valve timing, the brakes, disk pads...	Faults in engine, gearbox, brakes, electronic equipment...	Install or change a car radio
			Add a fridge
Change the brakes	Service	Change the clutch or the gearbox	Install a tow hitch ball
Change the spark plugs...	Oil change	Check the steering, turbo-compressor, suspensions, shock absorbers, water pump...	Customize/modify the dashboard
			Change rims/wheels

Change worn out parts...	Replace the filters	Check the AC, recharge...	Replace ordinary bulbs for xenon bulbs
<u>P</u>	<u>R</u>	<u>D</u> and	<u>Fitting of</u>
<u>Maintenance</u>	<u>Maintenance</u>	<u>R</u>	<u>A</u>

Activity: Reason Why a Customer Calls a Garage