

Good Garage Scheme Spring Check tackles

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Good Garage Scheme Spring Check tackles

the problems of potholes and salt

* freezing conditions push the number of potholes on UK roads to 1.5 million

A campaign to help motorists protect their cars from the effects of driving over the winter has been launched by the Good Garage Scheme.

Experts at the Good Garage Scheme said there is no better time for a spring clean after the winter, particularly with salt build-up corroding bodywork. Plus, they say there are far more steering and tyre related problems as a result of the staggering increase in the number of potholes on UK roads.

The UK-wide self-regulatory organisation for independent workshops, MOT centres and service workshops has started its 21-point spring checklist for the 2,800 plus garage members.

The checklist includes checking engine oil, brakes, coolant systems, tyres, windscreens, wipers and lights and air conditioning systems.

Phil Dugmore, Good Garage Scheme Technical Manager, said: We've experienced one of the harshest winters for decades and motorists' vehicles have been put through their paces in the snow and ice over recent months. Of course making roads as safe as possible with grit is of paramount importance but many drivers are unaware of the potential long-term damage that can be caused to the under body by corrosive salt build-up. The best solution is to clean it thoroughly with a high-pressure washer (except on electrical equipment) to help combat rust and body corrosion.

The sharp increase in the number of potholes is also causing problems. Recent figures suggested the freezing conditions had pushed the number of potholes on our roads up to 1.5 million. Hitting a pothole can cause any number of problems, from damaging alloy wheels and blistering tyres to steering vibration.

The Good Garage Scheme spring check will enable our membership to give motorists expert advice on the condition of their vehicles and rectify any problems. It will ensure their customers' vehicles are in the safest possible condition as the weather hopefully warms up.

The Good Garage Scheme's member workshops and garages adhere to a strict Code of Conduct and offer an Industry Standard Service.

The Scheme also operates a customer feedback system, highlighting the areas of best practice and areas for improvement which are identified by motorists using member garages for work. A five-star rating system is produced for each member garage on the Good Garage Scheme website www.goodgaragescheme.com, based on the feedback forms, to help potential future customers find the best workshop in their area.

Nationally, the Good Garage Scheme receives around 12,000 customer feedback forms every month while member garages that fail to submit any feedbacks are investigated and potentially removed from the scheme.

ENDS

Editor s note:–

The Good Garage Scheme was set up to serve independent workshops and MOT centres throughout the UK to ensure the best industry standards are maintained by its members. It has over 2,800 members who adhere to a strict Code of Conduct and offer an Industry Standard Service.

Good Garage Scheme members:

- " Adhere to a strict Code of Conduct and pledge to have their customers best interests at heart
- " Must agree what work needs doing with their customers before it is carried out
- " Work to an Industry Standard Service checklist
- " Must supply each customer with a feedback card allowing them to give their views on service directly to the Good Garage Scheme, which operates a stringent complaints procedure
- " Are subject to regular audits and face expulsion if they break the Code of Conduct

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