



Personal Contact
with Video

Aftersales

Best practices

Script: Brake fluid

“The brake fluid no longer meets minimum requirements, making it insufficiently effective. This wear is caused by the absorption of dirt and moisture. The effect on braking distances is detrimental; the fluid is no longer adequate, and I strongly recommend that it be replaced every two years.”



Script: Brake pads

“The brake pads were measured at mm. The minimum required measurement is mm (check manual), and I recommend having these pads replaced.”



Script: Tyres

“New tyres have an all-round tread depth of 8 mm. I recommend changing tyres once tread depth reaches 3 mm, since anything lower increases chances of wheelspin, aquaplaning, or a negative impact on braking distances, particularly in poor weather. 1.6 mm is the minimum legal requirement, and the tread depth of your tyres has been measured at ...mm. Based on your expected mileage, I recommend changing your tyres now.”



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Script: Brake discs

"I have measured the brake discs at a thickness of 22.5 mm. [Brand] recommends a minimum thickness of 23 mm."



Script: Coolant

"I have checked the quality of your coolant liquid, and it will adequately protect your car's performance up to ... degrees. Required protection is between -25 and -37 degrees. Coolant protects your engine in cold circumstances. It is an anti-corrosive agent which also works to lubricate your coolant system. I recommend replenishing your coolant to bring its protective qualities back up to the level required to safeguard your engine."



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