



# SAVVY UP ON SERVICING

**BRITISH drivers must wise up to the ways of being 'service savvy', a nationwide consumer survey has revealed.**

More than half (52 per cent) of the 1,338 private car owners questioned for the study didn't know when their next service was due, according to findings released during the British Motor Show at ExCel.

Some nine per cent of respondents also admitted they didn't carry out any basic maintenance and safety checks, such as monitoring tyre pressures and oil levels, in between service intervals.

The research was carried out on behalf of Automotive Technician Accreditation, the UK's first independently run voluntary scheme which proves the skills and abilities of car technicians to a national standard.

The scheme includes a requirement for them to sign and follow a professional code of conduct.

The findings also revealed confusion among motorists about the numerous sophisticated systems built into



today's cars.

When asked about various acronyms, nearly a third of all respondents – 30 per cent – said they had no idea what the likes of EBD (Electronic Brakeforce Distribution), VVT (Variable Valve Timing) and TCS (Traction Control System) actually mean.

The advanced technology now included on most cars has made DIY servicing a thing of the past, with 45 per cent of those questioned saying that, unlike their parents' genera-

tion, they know next to nothing about car maintenance.

The Institute of the Motor Industry, which regulates the ATA scheme, has launched a campaign to help motorists seek out garages who employ ATA registered technicians.

Sarah Sillars, chief executive of the IMI, said: "Motorists really need to get more service savvy now that cars have become so complex.

"This means making sure your car is well looked after at the right time."