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Specification for after-sales service of new energy vehicle

新能源汽车售后服务规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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New Energy Vehicle After-Sales Service Specifications

1 Scope

This document specifies the basic requirements, service requirements, service tracking and processing, service evaluation and improvement for after-sales services of new energy vehicles.

This document applies to the after-sales service of new energy vehicles such as pure electric vehicles, plug-in hybrid electric vehicles, and other types of new energy vehicles.

This can be used for reference in automobile after-sales service.

2 Normative references

GB/T 17242

GB/T 32960

GB/T 36686

GB/T 37293-2019

GB 39752

GB/T 40855

GB/T 44132

GB 44496

GB/T 44510

3 Terms and definitions

The terms and definitions defined in GB/T 36686 and the following apply to this document.

3.1 After-sales service of new energy vehicle

In order to meet consumers' requirements for the normal use of new energy vehicle products, through the contact with consumers and the new energy vehicle products sold The process of providing maintenance, repair, charging and battery replacement, car rescue, remote service and other technical services.

4.1 Basic conditions

Operators engaged in after-sales service of new energy vehicles should meet but not be limited to the following requirements.

- a) Obtain the relevant business qualifications for new energy vehicle after-sales services and provide appropriate resources and service environment;
- b) Establish and implement management systems, including but not limited to service management systems, safety and emergency management systems, quality assessment systems, system, facilities and equipment management system, archives management system, etc.;
- c) Equipped with professionals and management suitable for after-sales services such as maintenance, repair, charging and replacement, rescue services, and remote services personnel;