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EXPERIENCE AND PROSPECTS FOR THE DEVELOPMENT OF CAR SERVICE IN THE FIELD OF CAR MAINTENANCE

Abstract: *It is used in the performance of work related to the implementation of repairs and maintenance of vehicles in the most important and easiest ways in the repair of motor vehicles. The article summarizes the experience and prospects for the development of the organization of car service in the field of car repair with the help of scientific views.*

Key words: *Car, repair, consulting, diagnostics, car maintenance.*

Language: *English*

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Introduction

The main reason for the emergence of car service in the country is the growth of the number of private cars and the growing demand for car production. In our country, car services are developing as an independent service sector. As a result of the sharp increase in the number of private cars in Uzbekistan, the production base of car services has also begun to grow rapidly.

The existing car service companies have been operating since 1974, such as AvtoVAZtexxizmat, KamAZavtotexxizmat, AvtoZAZxizmat, Moskvichavtotexxizmat and others. In the following period, the further growth of the network and structure of car service enterprises was due to the further strengthening of their material and technical base, the establishment of company enterprises and service enterprises operating in the form of firms.

After the independence of the Republic of Uzbekistan, due to the transition to a market economy, the old economic relations have changed, new ones have been formed, and the automotive industry has been created. Car dealerships and car dealerships have been set up to sell their products. The company-style form of car service has been further developed.

Emerging small and joint ventures, firms began to turn to car service companies for maintenance and repair of their vehicles. On the other hand, existing trucking companies have begun to organize car maintenance and repair services in their production facilities and areas. Some maintenance and repair work (washing, tire repair, oil change, electrical work, etc.) has also begun at gas stations and large car storage facilities. In addition, there are many private car repair shops, workshops, maintenance and repair posts operating in the form of small and family businesses.

The main part

In the field of car service, a car service market has emerged and competition has emerged, which will further improve the quality of service. In this context, the importance of corporate services [5].

In recent years, the use of alternative motor fuels has become a real solution to energy and environmental problems in the use of wheeled mechanical vehicles, and it is planned to carry out repairs and maintenance in the car service in the firm method [14].

They account for 85-90 percent of their revenue from sales of cars and spare parts, and 10-15 percent from maintenance and repair. Therefore, they have a solid material and technical base, equipped with the most modern diagnostic tools, devices and stands, equipped with highly qualified specialists and workers. service is provided. Chevrolet's Lasseti, Cobolt, Nexia 3 and Spark cars, produced by GM Uz, are enriching the Uzbek and foreign car markets and raising the status of the company's service. 'raises the mother. The technical condition of cars is influenced by many operational factors. The main ones are:

– quality of operating materials (gasoline, diesel fuel, gaseous fuel, lubricants, special fluids - antifreeze, brake fluid, etc.);
– road conditions;
– climatic conditions;
– technical operation of the vehicle (power usage procedures, driving quality);
– quality of maintenance;
– quality of vehicle storage, etc. [12].

Regular customer service (subscription service) further enhances the competitiveness of the company's service enterprises by taking into account the technical condition of the car, forecasting its resources, planning future expenses, providing regular advice and benefits. The quality of service depends on the skill of the service provider, as the share of manual labor in the maintenance of each car is large [13].

In the future, the company car service will be further developed, customer data will be entered into a computer, a schedule of service periods based on a special program will be created several years in advance, costs will be calculated and the customer's budget will be planned in advance. The next topical issues of the car service:

– be one of the first to provide service for new cars;
– Introduction of new types of services (leasing, rental, preparation for sale, sale and warranty service of used cars)
– Development of car tuning-installation of power steering, air conditioning, car navigator, accessories and other innovations used in previous models;
– development of car service quality management system;
– definition of standards of service and their delivery to clients;
– Development of roadside car service, etc. [6]

Along with branded car service, independent service companies and workshops are also developing. To attract customers at a cheaper price and faster service, to perform specialized work (washing, oil change, minor maintenance, tire repair, repair and painting of body parts, etc.) post-warranty service, the ability to organize service along highways, in remote areas, etc. are the main advantages and reasons for their widespread use. In Uzbekistan, the company car service for foreign cars operates mainly in Tashkent, in the city and district centers for domestically produced cars, and its scope is expanding.

Conclusion

The car service system is further developing in the country, its services are regularly used by more than one million car owners. The development of the material and technical base of the car service to the level of today's requirements, ensuring the rule of law in the field, improving the culture of service, implementation of organizational and economic reforms, introduction of scientific and technical innovations in the production of modern material and technical base should be the determining factors of the technical policy for car service.

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