



Workshops should pay particular attention to brakes during seasonal wheel changes

- **Workshops should plan their wheel change campaign now to allow enough time for vital vehicle checks**
- **As a safety critical part, brakes should be a primary focus**
- **ZF Aftermarket provides support with a pocket card explaining common braking system defects**

It's the time of year when automotive workshops are busy making appointments for customers wanting their summer tires swapped for winter parts. This appointment should be used as an opportunity for workshops to offer a vehicle check to assess the overall condition of the main safety systems and tap into further repair potential. As a leading supplier of safety critical parts and systems, ZF Aftermarket recommends that particular attention should be paid to the brakes. To help visually explain common braking defects and to substantiate the claim for further repair work, the business has developed a handy pocket card that service advisors can use to explain brake damage to their customers.

To maximize business opportunities most workshops strategically organize the seasonal wheel change in the manner of a pit stop, with vehicles channeled through the workshop every quarter of an hour. There are usually two mechatronic technicians working on the vehicle at the same time to perform as many wheel changes as possible in a day and to shorten the waiting time for the customer. Despite this quick turnaround, it's vital that technicians use the opportunity to visually examine the area of the vehicle they are working on to detect any safety-relevant signs of wear & tear or defects.

When focusing on the braking system, the engineer can tell at a glance if the pads and discs are worn, brake hoses are cracked or there are signs of overheating. This will not only reassure the customer that his vehicle is safe, but will also offer the potential for additional business.



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To support workshop personnel, ZF Aftermarket has developed a pocket card in which typical brake defects are explained using images. The service advisor or mechatronics technician can show these to the customer in order to substantiate the need for further repair. The following components should be checked:

- Brake pads: Pad thickness inside/outside
- Brake discs: Load-carrying pattern inside/outside (cracking, scoring, rust, edge formation, discoloration)
- Brake caliper: damage to guide pins (rubber sleeves) and brake piston sleeves, leaks, corrosion
- Parking brake: brake cable correctly engaged (function of handbrake lever)
- Brake hoses: leaks in the hoses (cracking) and screw connections

A brake check by a specialist workshop gives customers the certainty that they are safe on the road. That's why it's important for automotive workshops to invite not only vehicle owners with seasonal tires to the workshop, but also specifically those who drive all-season tires.

With its TRW brand, ZF Aftermarket is a complete brake system supplier. The range includes brake discs, brake pads and spare parts for drum brakes, brake fluid, hoses and all other components required for brake service. And with the proPoints bonus program, workshops can collect points with every purchase of TRW spare parts.

Caption:

- 1) ZF Aftermarket supports workshops with a complete brake system range.
- 2) A worn brake disc in comparison to a new one.

Photos: ZF



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About ZF

ZF is a global technology company supplying systems for passenger cars, commercial vehicles and industrial technology, enabling the next generation of mobility. ZF allows vehicles to see, think and act. In the four technology domains of Vehicle Motion Control, Integrated Safety, Automated Driving, and Electric Mobility, ZF offers comprehensive product and software solutions for established vehicle manufacturers and newly emerging transport and mobility service providers. ZF electrifies a wide range of vehicle types. With its products, the company contributes to reducing emissions, protecting the climate and enhancing safe mobility.

In fiscal year 2020 ZF reported sales of €32.6 billion. The company employs more than 150,000 associates at approximately 270 locations in 42 countries.

ZF Friedrichshafen AG's leading aftermarket and fleet solutions portfolio is built on its strong brands; Lemförder, Sachs, TRW and WABCO. A broad product and service offering, advanced connectivity solutions for digital mobility management and a global service network, support and enhance the performance and efficiency of all vehicle types throughout their life cycle. The company's aftermarket organization is both an architect and pacesetter for the Next Generation Aftermarket and the preferred partner for fleet and aftermarket customers worldwide.

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