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Motor Service

**New workshop portal provides services
that overcome language barriers**

MS Motor Service not only provides customers and business associates with parts, it is also a source of product expertise in the form of solutions to problems, system and product knowledge. With a new, international workshop portal on the homepage, for the first time workshops and engine repairers are now provided by this aftermarket specialist with technical information in their local language.

The home page portal will address not only “direct” customers but especially the “customers of customers”: the service engineers in the workshops. They will find here valuable information, easily understandable and useful in their day-to-day jobs.

At a second navigation level and after registration, service shops can access “expert know-how.” This is information provided by Motor Service in the form of technical brochures, instructional and installation charts, etc. Users are given practical tips and information on how to diagnose malfunctions along with the possible causes and the troubleshooting procedures as well as installation instructions gathered from “practical experience for practitioners.”

Besides the workshop portal, the website now offers technical documentation in English, French, German, Russian, and Spanish along with meanwhile 23 other languages notably Czech, Polish, Serbian, as well as non-European languages such as Arabic and Chinese. Over 12,000 monthly visits show that this material is finding ready acceptance with customers and other interested parties worldwide.

The Motor Service Group is the distribution organization for the global aftermarket operations of the Kolbenschmidt Pierburg Group. The subsidiary Motor Service is a foremost supplier of engine components for the independent parts market. Its lineup includes the premium brands Kolbenschmidt, Pierburg, and TRW Engine Components. The range, which is both broad and deep, allows customers to obtain their engine parts from a single source. Problem-solver for the parts trade and repair shops, the Group also provides a complete range of services and technical capabilities in its role as subsidiary of a large auto-industry supplier.

As a longstanding supplier to the auto industry OEMs, the Kolbenschmidt Pierburg companies develop innovative components and system solutions

integrating acclaimed competence in air management and emission reduction, oil, water and vacuum pumps, pistons, engine blocks, cylinder heads, structural components and plain bearings.