

Cambridge Lambretta

how to organize
the

Lambretta

service

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Once established the correct selling policy, organization becomes the decisive factor of success.

preface

A well located Service Station, conveniently equipped and provided with a highly specialized staff, can always secure to its clients this really efficient technical assistance, which each motorist desires to obtain, when buying a motor vehicle.

This booklet has been drawn up in order to give suggestions for a better realization of a new Dealer's centre and for the more rational planning of a Service Station.

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selection of site for a service station

A dealer's Service - Selling Unit in order to brilliantly carry out all its duties for securing the customer's satisfaction, must possess particular features which, as a general rule, we may list herebelow:



- preferably, it must be located on a main road;
- when possible, choose for the site the corner of a building; in any way, the Service Station should be clearly visible from several directions;
- it must stand on the street level;
- the selected zone must not be too peripheral and must be well served by regular public transport service.
Prefer a site on the circunvallations, at the entrance of radial main streets; avoiding however the usually congested traffic points: semaphores, «no parking» zones, etc...;
- direct access to town services (such as water, gas, electricity, sewers etc...) should be secured.
- it must have available a sufficiently large internal area for parking the motor vehicles to be repaired or which are ready for delivery to the Clients;

- it must necessarily dispose of two separate entrances for the two activities, when the scooters service-selling unit share a unique building with the auto centre.

Obviously, when a several floor building is erected:

- ground-floor areas should be reserved to the motor vehicles more often displaced (for example: preselling operation, repair shop, washing etc...);
- the upper floors must be devoted to offices, finished product stores and various deposits.

To better explain the above points, we are showing herebelow some illustrations which reproduce the most rational adoptable solutions and bring into evidence the assistance efficiency and the streets of direct access.



site at the intersection of two main roads
(both Lambretta and Car stations occupy the same building)



solution with one frontage

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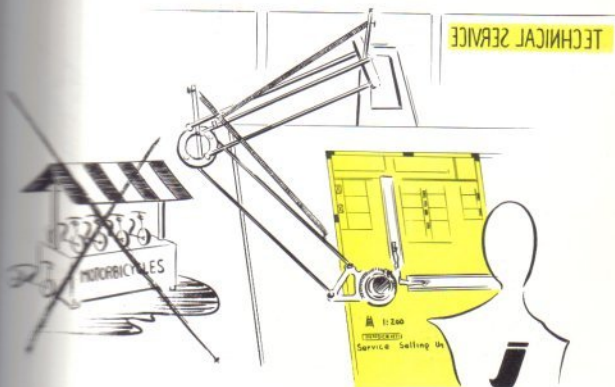


solution with two frontages

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planning of a service - selling unit

The various premises of a dealer's selling centre and the Service Stations (offices - reception - repair shop - parts store - etc...) must be realized according to rational and precise planning criterions established beforehand in order to secure a uniform result for the whole organization. The Service Department is animated by a staff specialized in the study of new service-selling units and perfectly capable to modernize the already existing repair shops.

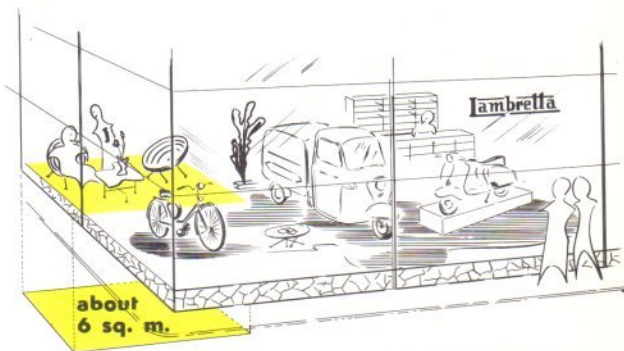


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showroom

The showroom must have a sufficient floor area for displaying from two up to five motor vehicles and at least one three-wheeler.

A sitting room, furnished with two armchairs and a small table, will have to be arranged in a corner of the showroom for receiving the customers and give them the desired information. Selected plants and flowers chosen with taste and artistically disposed will complete the furniture.



furnished showroom (the clients' sitting-room has a floor area of about 6 sq. m.)

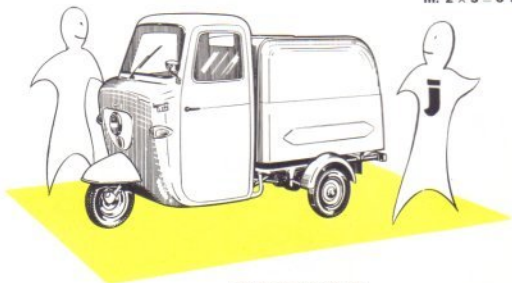
Obviously the areas must be calculated with a generous margin as the good general view thus obtained will favourably impress the customer.



m. $2,5 \times 3 = 7,5$ sq. m.



m. $2 \times 3 = 6$ sq. m.



m. $3 \times 4 = 12$ sq. m.

space reserved
to the showroom

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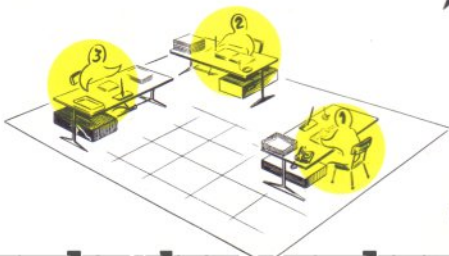
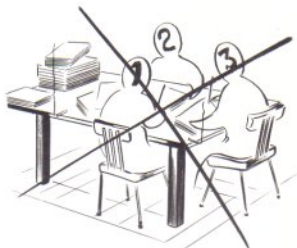
service department

motor division - scooter section

offices

If they are not disposed at the upper floor, the offices premises should be contiguous to the showroom. In any way, it is very important that a room be provided near the showroom and the Management for receiving customers and dealing with very delicate points. The invoicing and cash office site should allow an easy service for the customers desiring to pay the spare parts bought or to effect any other transactions. As a general rule, the premises necessary for the offices arrangement are the following:

- the sales Manager's or Principal's office (reserved for dealing with particularly delicate matters);
- the commercial office including: bookkeeping, accountancy, invoicing as well as assistance services (in this office could be arranged, if lacking, a special Parts Selling office and a counter for the sale of parts and accessories);
- a room for the producers;

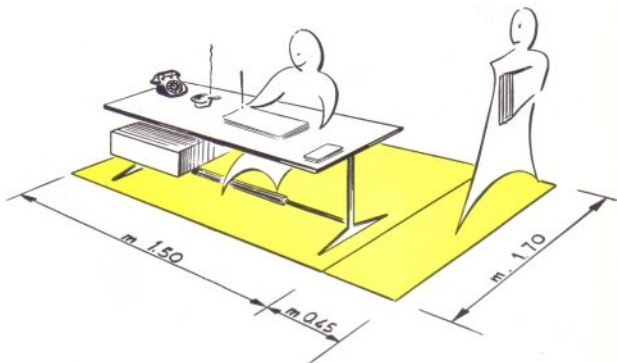


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- the Foreman's and the Showroom Master's offices situated, as much as possible, in a favourable position allowing the control of the depending services.

Toilet accommodations accessible to the staff and to the customers should be provided, when it is not possible to install hygienic services for the sole use of clients.

We are giving herebelow a dimensioned scheme of a «working area» on the basis of which and according to the required number of employees it will be possible to determine the areas of the various offices.

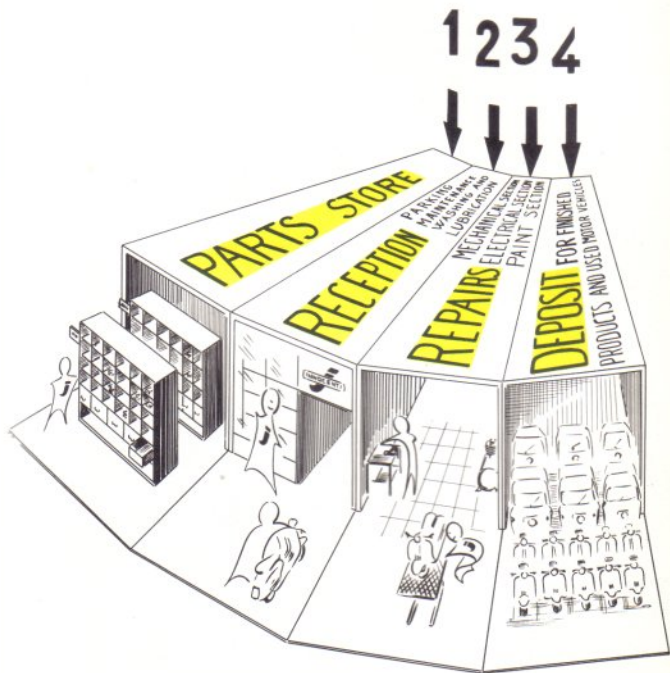


3,3 sq. m.
per person

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workshop

The Service Station must be organized according to rational criteria and have to be divided in four well definite sectors:

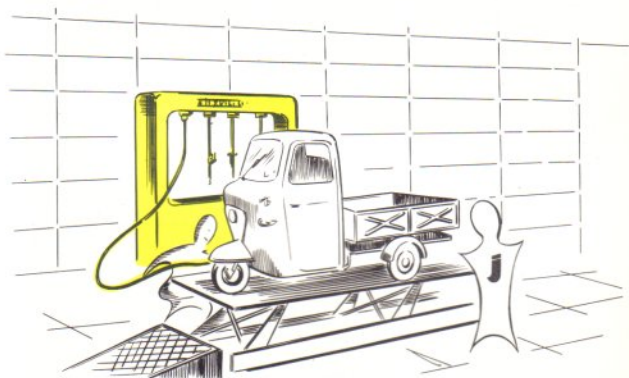


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reception

The Reception must provide room for :

- parking the checked and overhauled motor vehicles waiting to be delivered back to the customers;
- maintenance, small tuning and adjustment operations for which it is not necessary to prepare a job order and to receive for a few days the scooter in the repair shop;



- washing and lubrication. This room should be isolated from the greases and oils deposit. It must contain the grease guns and watering pipe panel as well as a fix bench for motor vehicles.

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Direct access to the reception room will be provided from the main entrance.

A hydraulic elevator for the motor vehicle maintenance and adjustment, will complete the equipment.

The reception should dispose of a well trained staff capable above all to deal with the customer, and when necessary, competent for carrying out on the motor vehicle these small works which permit its prompt delivery.

Customers should find the best possible reception in this room, beyond which they should not be allowed to accede.

In fact, for no reason the Client should be admitted in the shop.

It is extremely important that our Service-Selling Units, dealing with scooters and cars, keep perfectly separated one from the other the two sections, avoiding, for obvious reasons, that the scooter customers have any contact with the car clients.



repair shop

For guidance, the following yearly selling data should be taken into consideration for the planning of the sole repair shop:

up to 300 motor vehicles	80 to 100 sq.m.
up to 600 motor vehicles	100 to 150 sq.m.
beyond 600 motor vehicles	150 sq.m. and above

It will be advisable to delimit with streaks of paint on the floor the different «working areas». In this connection, consider that each «working area» represented by an elevating stand, requires a working surface of about 7 sq.m. (m. 3,25 x 2,10) and of about 5 sq.m. (m. 3,25 x 1,60) if occupied by a fixed bench.

A three-wheeler «working area» requires instead a working area of about 12 sq.m. (m. 2,90 x 4,10).

As already said, the repair shop will be divided in three sections: mechanics - electricity and painting.

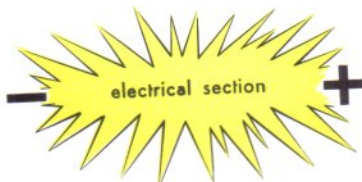
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In this department only repair and tuning operations pertaining to the mechanical part will be carried out.

The basic workshop fixtures (further to the standard equipment of specific and generic tools listed in a special chapter) are the following :

- the scooters and three-wheelers elevators
- the support with lifting device for the rear wheel of the scooter
- the working benches and various furnishings.



The electricians' department should preferably be disposed in an intermediary position between the workshop and the reception, for being able to serve both departments. In this department only the repair and tuning operations pertaining to the electrical installation will be carried out.

The basic equipment includes :

- a test bed
- an automototester

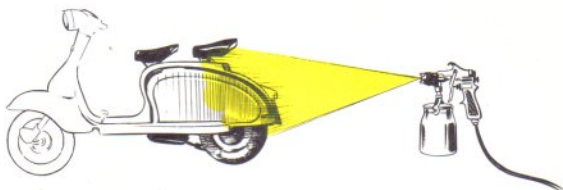
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- the battery charging equipment
- the battery checking equipment

Two containers should be furthermore available in this section :

- one for the acidulated solution and for filling the new batteries;
- the second for the distilled water to be used for filling up the batteries.

paint section



It is indispensable that this section be isolated from the workshop and planned according to the safety rules prescribed by the Firemen.

The basic equipment must include :

A pneumatic system for feeding the spray gun and an aspirator for the paint mist produced by the gun, as well as generic and common equipment for retouch works.

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parts store

The parts store, obviously for practical purposes, will have to be contiguous to the repair shop and will communicate with it. Furthermore, it will be directly accessible to the public from the street.

This will enable the staff to save a lot of precious time when supplying the spare parts needed for repairs and will prevent foreign people admittance in the workshop for withdrawing materials.

Its area will have to be proportional to the number of motor vehicles sold, or which are foreseen to be sold, and to the vehicle park of the zone.

Room will be reserved for the eventual parts stock adjournment, for alterations or for the introduction on the market of new motor vehicles models.

The parts store will be prepared with special care as it might highly contribute to give to the customer a favourable impression of the «LAMBRETTA» Service organization.



for clients
reserve at least
15 sq.m.

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INNOCENTI service department

motor division - scooter section

deposit

All Dealers must reserve a certain space for storing new or used vehicles to be sold.

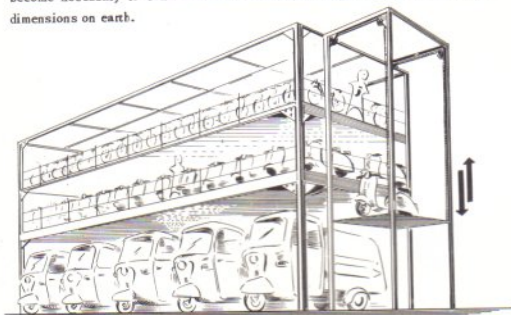


Only the duly authorized staff should be allowed to accede to this deposit, to be kept constantly locked.

The vehicles can also be stored on several superposed flats.

In this case, it is indispensable to have available a raised road approach or an elevator allowing convenient lifting of the vehicles up to the desired height for storing them.

If the storage solution with two or more superposed flats is adopted, it will become necessary to consider also the vehicles height further to the overall dimensions on earth.

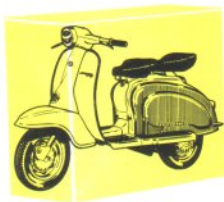


overall dimensions

T Y P E	Length in m.	Width in m.	Occupied area in sq.m.	Height in m.	Free space between motor vehicles in cm.
motor-scooter	1.850	0.710	1.300	1.06	5
motor-bicycle	1.900	0.620	1.200	1.	5
three-wheeler	2.770	1.330	3.700	1.620	10

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m. 1,06



m. 0,71

m. 1,85

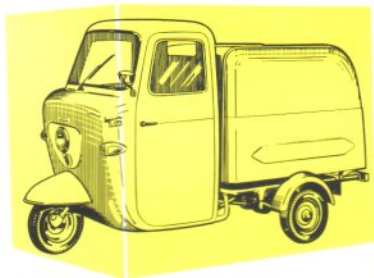
m. 1



m. 1,90

m. 0,82

m. 1,62



m. 1,33

m. 2,77

Should several superposed flats or only one be used for storage, it will always be necessary to leave the indicated intervals between the vehicles (see the above table).

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service department

motor division - scooter section

safety rules for the workshop

For guidance, we deem it useful to call the dealers' attention on the safety rules in force for the workshop premises and prescribed by the Firemen as well as by the competent Authorities.

- premises height not inferior to 4 m.
- sufficient number of emergency exits (even if not used during the normal work of the Service Station)
- access and hygienic installations provided for the staff, with dressing rooms of suitable dimensions corresponding to the number of employees and workers.

The compliance with said rules is a condition that cannot be disregarded for obtaining from the Authorities the licence and for avoiding any future sanctions imposed by technical and syndical Institutions (Firemen, Civil Engineering Organization, Policemen, Work Inspectorate, etc....).

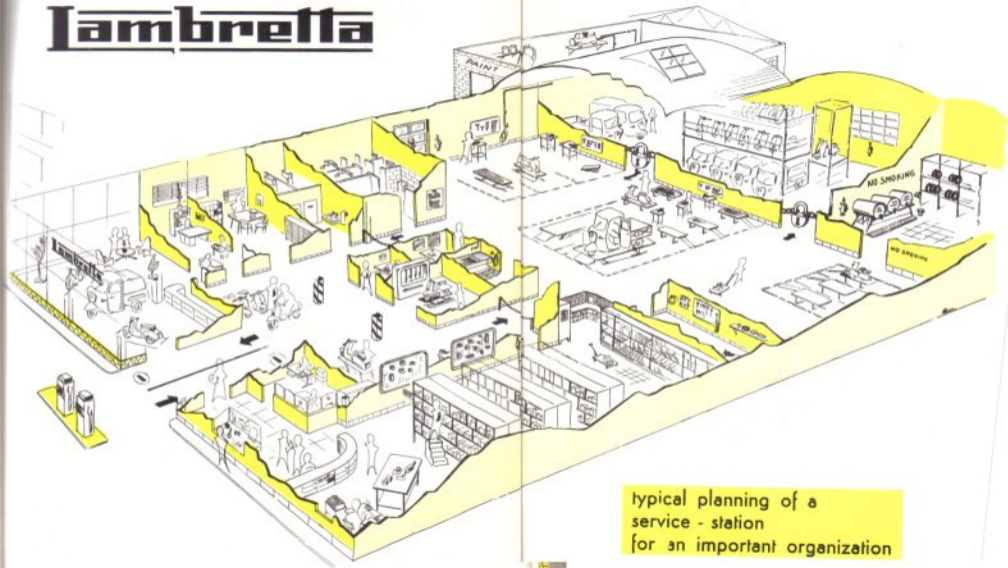
remarks of general reach

The Service Stations sizes will therefore vary for each Dealer and, as already said, will be proportional to the total volume of the motor vehicles yearly sold and to the park of the used vehicles circulating in the zone. Therefore, it will be advisable to consider the necessity of an area enlargement, for special tourist, climatic, balneary localities, etc...) owing to the increase of the seasonal work.

Let us also bear in mind that the main factors, we should even say the determinant ones, for a greater commercial success of a service-selling unit are the site selected and its available resources in relation to the equipment and to the area. Therefore, when building new workshops it will be necessary to consider these elements, foreseeing possible enlargement of all the needed services, as a consequence of the increased number of motor vehicles circulating in the zone.

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typical planning of a
service - station
for an important organization

legend

service - station furnishing and equipment

Showroom

- 1 - reserved area for «LAMBRETTA 48 cc.» (included space for passage)
- 2 - reserved area for three-wheeler (included space for passage)
- 3 - reserved area for scooter (included space for passage)
- 4 - large counter with sliding leaves
- 5 - Customers' and producers' sitting-room

Parts store

- 6 - parts counter
- 7 - spare parts shelves
- 8 - heavy parts storage shelves
- 9 - rack with shelves
- 10 - washers and rings panels
- 11 - control equipment and tools storage shelves

Reception

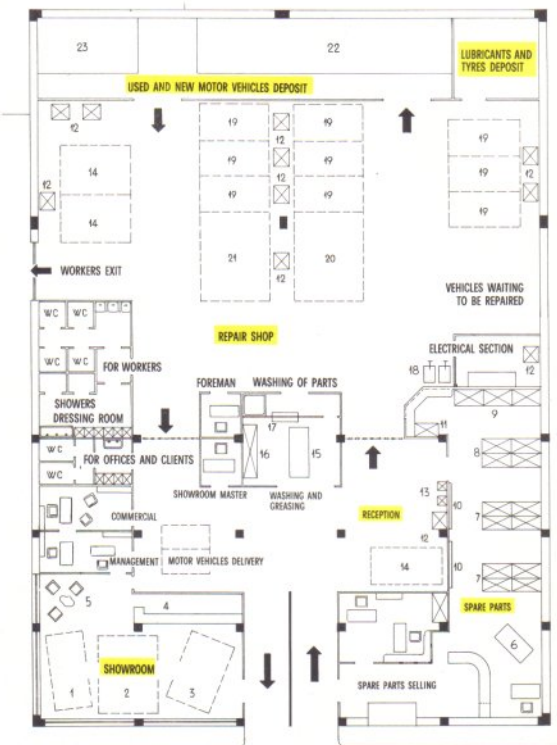
- 12 - work bench with vice
- 13 - writing desk for standing people
- 14 - hydraulic elevator for scooters
- 15 - greasing and washing stand
- 16 - greasing and washing installation
- 17 - pneumatic system

Repair shop

- 18 - parts conveying carriage
- 19 - fixed stand for scooter «working area»
- 20 - fixed stand for three-wheeler «working area»
- 21 - hydraulic elevator for three-wheeler

Used and new motor vehicles deposit

- 22 - reserved area for new motor vehicles
- 23 - reserved area for used motor vehicles



workshop equipment

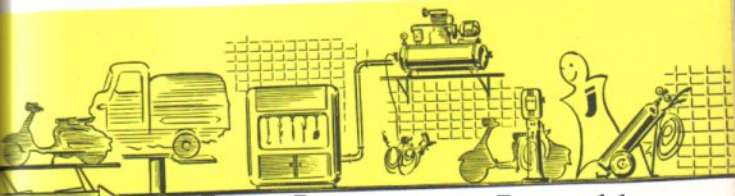
The equipment indispensable for a *LAMBRETTA* Service Station includes:

- installations
- machineries
- furnishings
- special tools
- generic and complementary tools

installations

The installations include:

- hydraulic lifting system for *LAMBRETTA* scooter
- hydraulic lifting system for three-wheelers
- greasing and washing plant
- pneumatic system
- spraying plant
- apparatus with pressure gauge for tyre inflation
- oxy-acetylenic welding plant (optional)

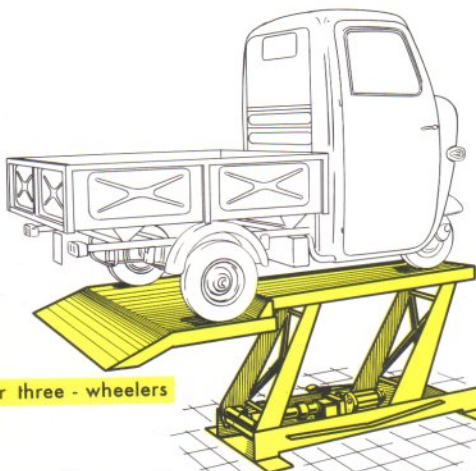


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hydraulic
elevators



for motorscooters



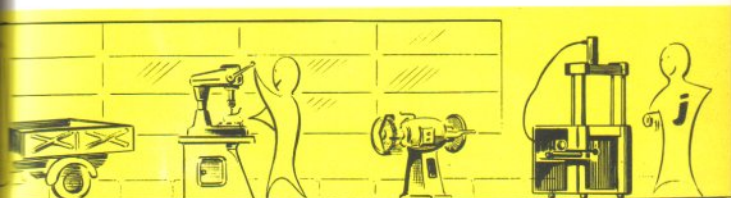
for three - wheelers

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machinery

The machinery includes:

- sensitive drill for bench
- grinding wheel and circular brush
- hydraulic or mechanical press for bench



furnishings

The furnishings include:

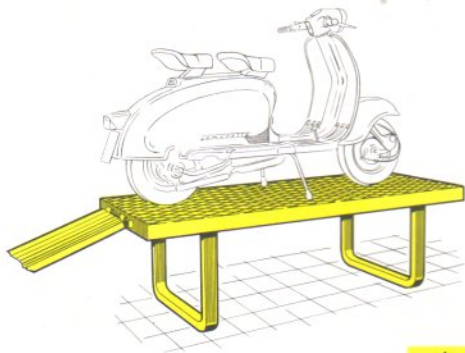
- work bench with vice
- writing desk for standing persons of the reception department
- parts storage shelves
- fixed bench for motor vehicles repair
- truck for dismantled parts
- transportable truck, assistance type
- tool-holder cabinet
- wall panels for special tools



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INNOCENTI service department

motor division - scooter section



fixed bench
for motor
vehicles repair

special tools

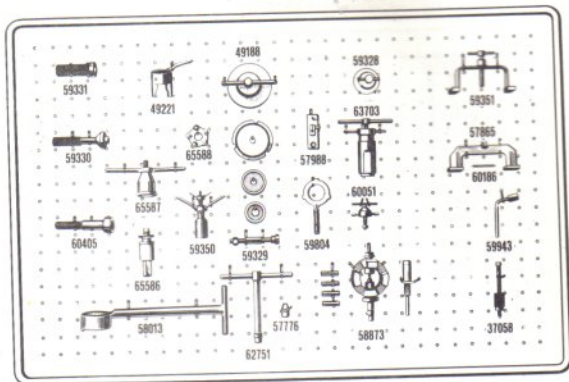
The special equipment includes the complete series of extractors, introducers, punches etc..., as listed herebelow.

The special tools are represented in the following illustrations and must be ranged on special wall panels, obtained by drilling iron sheets.

According to the service importance, the outfit scheduled for the Service-Selling Units, could include one or more series, supplied by «INNOCENTI».

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SPECIAL TOOLS FOR GEARBOX - MOTOR UNIT
"LAMBRETTA" 125 cc., 150 cc. and 175 cc.

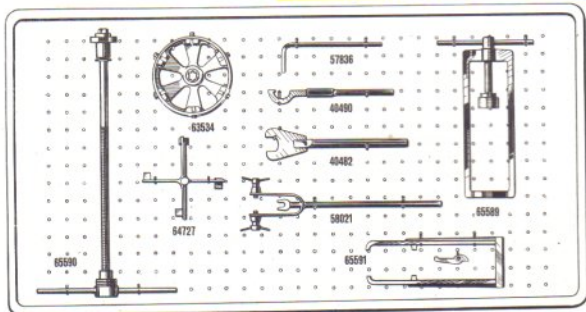


- n° 37058 flywheel puller
- 49188 flywheel flange puller
- 49221 cone rod holding tool
- 57776 bush for installing rubber sealing on K/start shaft
- 57865 drive chain axial alignment tool with extension for support n. 60186
- 57988 L.D.C. dial gauge bracket
- 58013 flywheel holding tool
- 58873 tool for pulling, fitting and reaming small end bush (with reamer) (only 1° series)
- 59328 inner clutch bell housing puller
- 59329 crankshaft ball bearing puller and fitting tool
- 59330 punch for extracting and mounting ball bearing on layshaft
- n° 59331 crankshaft roller bearing inner race punch
- 59350 primary shaft needle bearing outer race puller
- 59351 clutch circlip fitting tool
- 59804 clutch bell housing locking tool
- 59943 cylinder head spanner
- 60051 shock damper sleeve puller
- 60405 rear wheel oil seal fitting punch
- 62751 flywheel nut spanner
- 63703 crankshaft bearing race puller (only 2° series)
- 65586 motor group silent block introducer puller
- 65587 crankshaft introducer
- 65588 clutch group spring driving tool

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INTRODUCER service department motor division

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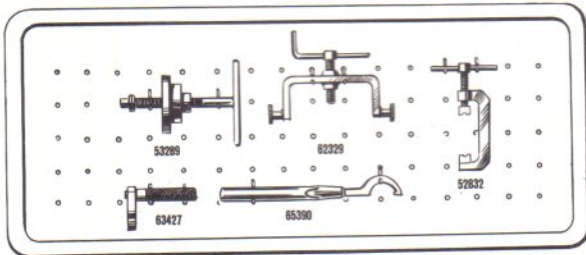
SPECIAL TOOLS FOR FRAME GROUP
"LAMBRETTA" 125 cc., 150 cc. and 175 cc.



- n° 40482 steering ball race cup spanner
- 40490 steering lock ring spanner
- 57836 handlebar lock nut and oil sump plug spanner
- 58021 front fork spring loading tool
- 63534 brake-lining milling tool

- n° 64727 rear hub puller
- 65589 puller for dismounting shock absorber tightened in vice
- 65590 steering race cup introducer
- 65591 steering race cup puller

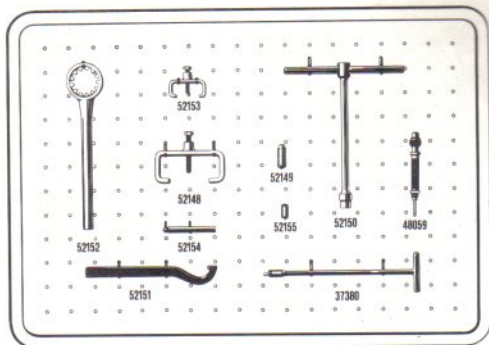
SPECIAL TOOLS FOR THREE - WHEELERS



- n° 52289 rear wheel hub puller
- 52832 vice for flexible coupling dismounting
- 62329 clutch circlip fitting tool

- n° 63427 tool to lock the gear on the layshaft reverse gear side for slackening the screw
- 65390 steering lock ring cap spanner

SPECIAL TOOLS FOR "LAMBRETTA" 48 cc



n° 37380 screw spanner

- 48059 piston T.D.C. checking device
- 52148 puller for clutch bell
- 52149 protection sleeve for sealing ring of crankshaft
- 52150 special box spanner

n° 52151 wrench for exhaust pipe ring

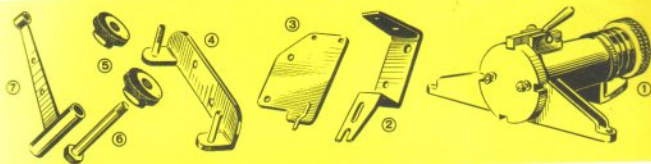
- 52152 wrench for preventing chainsprocket rotation
- 52153 puller for chain sprocket
- 52154 piston pin center punch
- 52155 spacer for gear shifting fork

The workshop equipment is completed by a special **universal turning stand for bench** to support the scooter, three-wheeler and «Lambretta 48 cc.» gearbox-motor unit, as illustrated in the following pages. On request, this stand will be supplied by «INNOCENTI».

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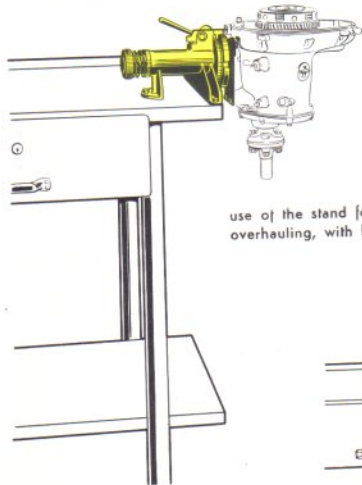
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Bracket, support, knobs and check pin of the various groups will be supplied by «INNOCENTI» together with the stand.

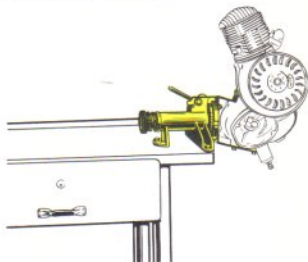


1. turning stand - 2. three-wheeler motor holding bracket - 3. three-wheeler gearbox holding plate - 4. Lambretta 48 cc. motor holding bracket - 5. knobs
6. scooter motor fixing pin - 7. scooter motor support

universal turning
stand for bench



use of the stand for three - wheeler gearbox - motor group overhauling, with bracket 2 and plate 3

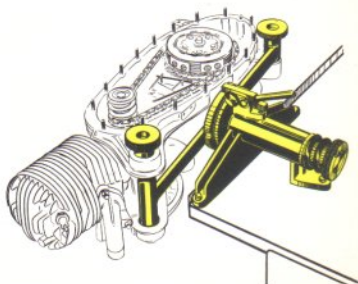
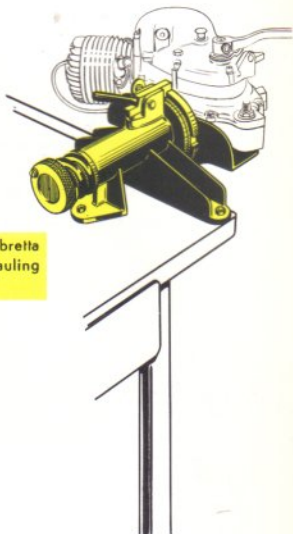
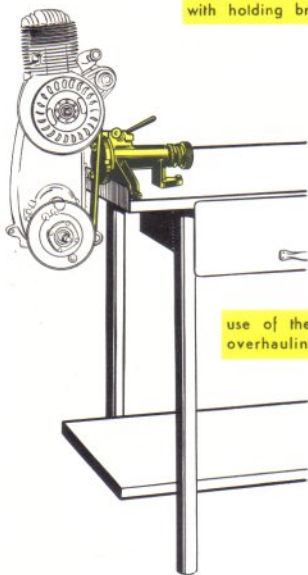


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universal turning
stand for bench

use of the stand for "Lambretta
48 cc " motor group overhauling
with holding bracket 4

use of the stand for scooter gearbox - motor group
overhauling with support 7, pin 6 and knobs 5



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generic and
complementary tools

TOOLS OUTFIL

The workshop should furthermore be equipped with one or more series of :

- screwdrivers, hammers, mallets, pliers, etc... of various sizes;
- spanners, crowfoot type and universal socket wrenches from 6 to 27 mm;
- bush spanners from 8 to 27 mm;
- screw taps and screw cutting dies from 3 to 18 mm (MA and MB metric system).



COMPLEMENTARY EQUIPMENT

The complementary equipment includes :

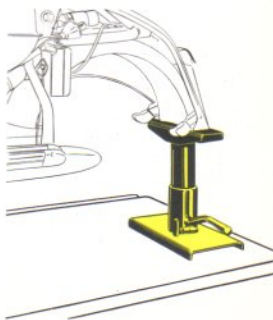
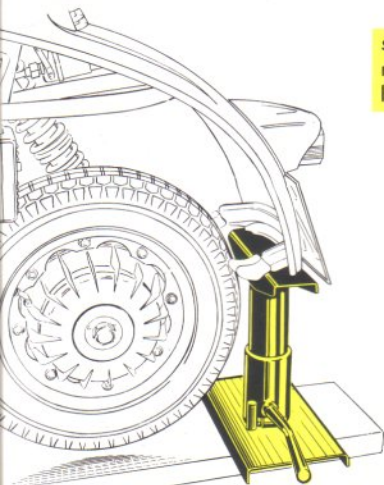
- band for piston ring mounting
- electric welder
- grease gun
- pliers for internal and external circlips
- spacer
- electrical timing device (n° 05017)
- pistol drilling machine

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- dynamometric spanner from Kgm. 0 to Kgm. 20
- comparator
- sliding gauge
- alesameter
- micrometer
- support with lifting device



support with
rear wheel
lifting device



tools for the electric installation

The indispensable tools for the electric installations checking and overhauling are:

- test bench
- removable rectifier
- automototester for various checking type MZ
- generic equipment (densimeter, filler, terminals, etc.)



test bench



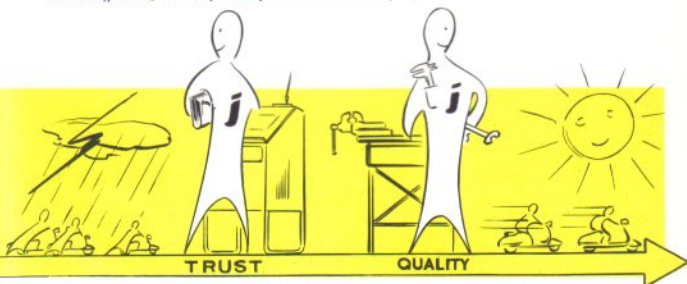
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organization of the service station

foreman showroom master

Each Service Department must be based on two elements: The Showroom Master (or Inspector of the Reception) and the Foreman.

Logically, according to the importance of the Service-Selling Unit, the extent of the staff will be proportional to the work to be carried out and in some cases both charges will be exceptionally entrusted to a unique person.



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the showroom master or inspector of the reception

The Showroom Master or Inspector of the Reception is an important person and we might even say that he is indispensable for the good state of business of a Service Department. His main duties are:

- to receive the Client;
- to diagnose the motorscooter inconveniences;
- to determine the importance of the repairs;
- to fix the terms of delivery;
- to prepare the job order for the motorscooters to be received for a few days at the workshop for repair.

The man appointed with such a job must possess a thorough technical knowledge, must know how to proceed in the operations of assistance under warranty and must be the man on whom the customer can rely.

He should never forget that the customer, each time he enters in a Service-Selling unit, either for a standard maintenance intervention or for a real and proper repair, is almost always annoyed and is always in a hurry. The Showroom Master will therefore be charged to receive the client conveniently and to attenuate his more or less justified resentment.

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To obtain the Customer's confidence, it is necessary to present oneself in the proper manner, to anticipate the Client's desires, to demonstrate one's own vocational honesty, to propose always objective solutions and, above all, to be correct, courteous and well-behaved.

The Showroom Master must be able to assume his own responsibilities, and to demonstrate his own competence to the Customers. He will have to make judicious enquiries and to reply with precision and persuasion.



The Customer will be understood and each one of his claims will be objectively examined in order that the best solution might be chosen and proposed for his particular case.

The Customer should leave the service station convinced that he has obtained the best treatment.

The troubles must be established together with the agreeing Client.

The Showroom Master must let the Client appreciate the repairs carried out, as this will favourably impress the Customer who will easily agree to pay the bill.

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the foreman

Another person, and we shall immediately say the most important figure in a Service-Selling Unit, is the Foreman, on whom effectively weighs the whole Service organization of the zone. His duties are exclusively technical and one of his main charges, besides checking the execution of the operations, is to distribute the work equitably.

He will demand a perfect execution of the works and will see that the correct tools be used during the dismounting operations. In this way will be prevented any possible damages which would have certainly occurred with the use of make-shifts or inadequate tools.

Furthermore, he will see that after each repair all workers always place the tools on the special panel provided to this effect.

The tool withdrawal will be effected by means of special medals marked with a number and which will be hung at the tool place during the use of the latter. A special notation fixed beforehand will permit to distinguish the workers one from the other.

The Foreman will also have to control that the tool withdrawal be effected as prescribed. Order and cleanliness will always be scrupulously maintained and the regulations established for the LAMBRETTA Service Station will have to be punctiliously respected. The Foreman will be kept directly responsible of the rules observance.

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For a better turn of the business of a Service-Selling Unit, it is advisable that the Foreman follows the development of the various works by using statistical graphics which could serve for:

- the quantitative control of the labour hours in relation to their utilization
- for the customers
- for the various services extra workshop
- for the services related to the workshop
- for the control of the pre-established hours used for the Customers (of course the best result will be obtained if both values will coincide)
- for the control of the motorvehicles arriving and leaving
- for the control of the material under warranty
- for the control of the parts use, in absolute value and in relation to the guarantee



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delivery back of motor vehicles after repair or overhauling

Once the repair is effected, the vehicle passes the final test carried out by the Inspector of the Reception or by one of his assistants. Either of them can approve the operations carried out or can send back the vehicle to the workshop for further tunings. This final operation should be effected some time before the hour of delivery of the vehicle to the Customer, in order to avoid any embarrassing delays which would oblige the Client to wait for long, as such situations always do harm to business.

The conditions in which the vehicle is delivered to the Customer must always be carefully considered, as it must absolutely be avoided to give an unfavourable impression to the Client, even if the repair has been perfectly carried out.



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standardization of the organization

specifications for the proceeding

A special proceeding has been established in the organization and in the preparation of the various documents. This proceeding will have to be followed in all the «LAMBRETTA» Service-Stations.

«INNOCENTI» supplies samples of the forms which must be prepared for securing a good state of business to the Service Station. We are illustrating here-below all these forms which each dealer will prepare according to his personal requirements.

- reception order
- predelivery operations
- warranty claim



These forms, further to facilitate the task of the Dealer in carrying out his work, uniform the Customers treatment in the various regions of the country.

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The form must be filled and signed by the Showroom Master or by his Assistant who will take delivery of the vehicle. In said form will be listed the operations required by the Client or considered necessary for putting again the vehicle in good order. It will also be necessary to indicate the catalogue numbers of the parts replaced, their description and the price.

The Client will have to sign on the heading, on the right line, for confirming the reception order.

Once all repairs will have been carried out, the form, complete with the labour amount and signed by the Foreman will be sent to the bookkeeping department for making out the invoicing.

Everything which will have been indicated in the form (operations carried out, replaced parts, labour) will be recopied on the issued invoice.

predelivery operations

This form lists the basic operations which the Dealer must carry out before delivering the vehicle to the Customer.

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It is question of control operations of the maximum importance which, in many cases, will prevent troubles which might be met by the Customer, to the prejudice of the product name.

We are producing herebelow a copy of the predelivery operations form.

<div style="text-align: center; border: 1px solid black; padding: 2px; margin-bottom: 5px;">INNOCENTI</div> <div style="text-align: center; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Lambretta</div> <div style="text-align: center; margin-bottom: 5px;">Service</div> <div style="border-top: 1px solid black; text-align: center; padding-top: 5px;">DEALER</div> <div style="border-top: 1px solid black; height: 40px;"></div>	<div style="text-align: center; border-bottom: 1px solid black; margin-bottom: 10px;">PREDelivery OPERATIONS</div> <p>Scooter _____ Motor-bicycles types _____ frame N° _____ motor N° _____ Three-wheelers _____ Date of delivery _____ Customer's (complete name, Christian name and address) _____ _____ _____</p>
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O P E R A T I O N S	R E S U L T
1. - Check sump oil level	
2. - Lubricate change gear control fork connection	
3. - Check tyres pressure and wheel bolts tightness	
4. - Check tightness of all bolts	
5. - Mount the already charged battery	
6. - Check electric system: working of claxon, headlight, side light stop and speedometer signal light	
7. - Check brakes	
8. - Check plays, gas control cables, change gear, position	

I hereby ascertain that all the above listed operations have been carried out, thus eliminating the eventual derangements of the vehicle and that the latter is ready for delivery.

SIGNATURE _____

REMARK: (For the vehicle types supplied with battery)

The electric system is always checked after the battery mounting in order to prevent the lamps burning.

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This form will have to be filled carefully and the following data have to be clearly mentioned :

- the part description
- the part catalogue number
- the motor vehicle type
- the frame number
- the quantity of the replaced parts
- the warranty end

As a rule the warranty claim form will have to be prepared in four copies, three of which will be sent to INNOCENTI, while the last one will be kept by the Dealer for his own files.

If the faulty parts will be directly sent back to INNOCENTI, the form will then have to be prepared in six copies, four of which will have to be sent to INNOCENTI, one will remain in hand of the Dealer for his own files, while the last one will accompany the faulty material sent back to INNOCENTI.

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INNOCENTI service department

motor division - scooter section