



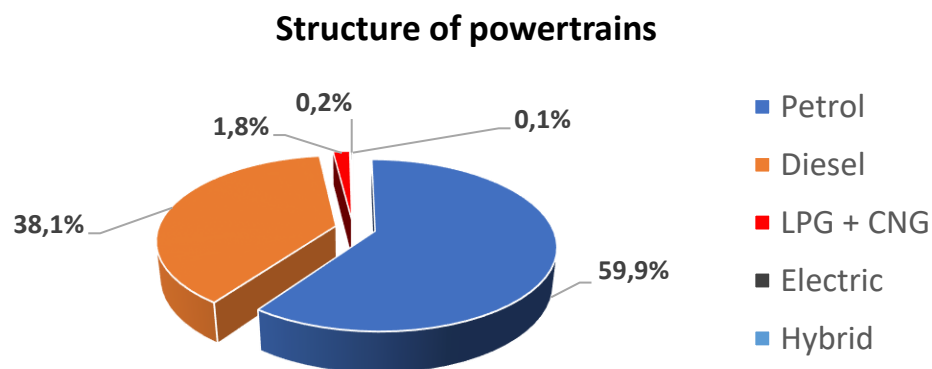
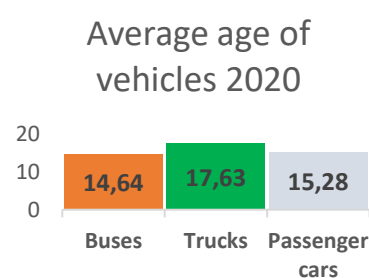
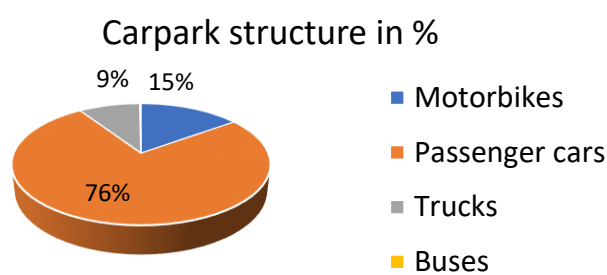
Co-funded by
the European Union



Sustainable Aftersales in CZE

Structure of vehicle population

- **9.772.000 vehicles in total**
- Less registrations by 498 000 against 2019
- Passenger cars population is **getting older and older**
- **Decreasing trend of CO₂ emissions** although the total number of passenger cars is still growing
- Affected by Corona and Green Deal
- Until 2018, **Electric line was steady growing** and Hybrid line remained stable
- More and more people travel by bus and less people travel by vans & passenger cars



Predictive maintenance

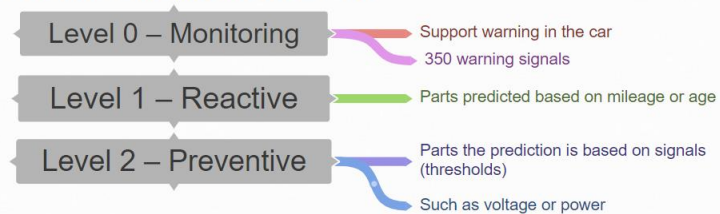
Benefits for Škoda Auto:

- Increasing revenue and customer loyalty after expiration of warranty period.

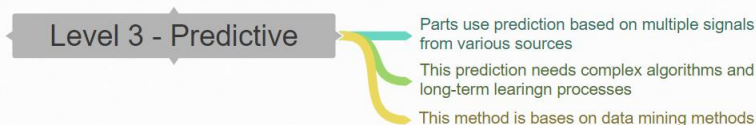
Benefits for Customers:

- Trying to prevent vehicle breakdowns on the road using early notifications.

Predictive Maintenance 1.0



Predictive Maintenance 2.0

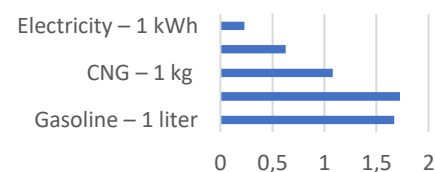


Regulatory guidance and energy distribution network

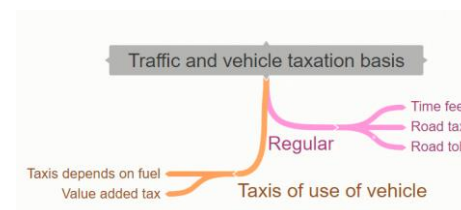
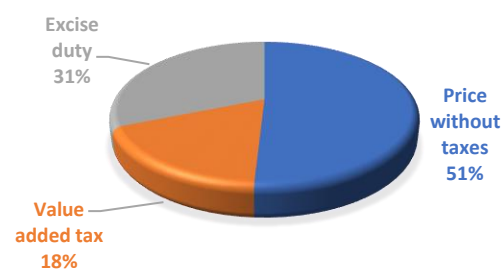
Distribution network in the Czech Republic

- 7 633 fuel stations - gasoline & diesel
- 228 fuel stations offering CNG
- 973 fuel stations offering LPG
- 800 public charging stations

Average price [€]



TAXES PARTS IN THE PRICE OF GASOLINE



Structure of the aftersales sector

Employees in aftersales may range from **30,000 to 50,000**

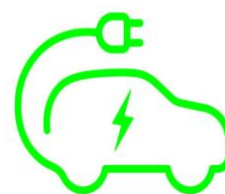
Aftersales sector total revenue → **30 – 40 % of total revenue**

How to recycle vehicle?

- You will need:
 - ID card (identity proof)
 - Original technical licence
- You should permanently remove the vehicle from the central vehicle register
- You need to cancel insurance policy – legal entities will deregister the vehicle from the tax office and claim a refund of the unused part of the road tax.

Vehicle maintenance and repair

The **main business** model is to fully exploit the potential in predicting defects or needs on the customer's side and effectively eliminate or fulfill them



Vehicle maintenance and repair Projects

- Key Drop-off
- Service Factory
- Economy Service
- Sound analyzer

1,500 authorised repair shops and **5,500 independent repair shops**

7,000 companies in the aftersales sector in Czechia