**Following problematic area were discussed with clients, our clients consisted of 3 persons.**

**1.An EXTC engineer working on Mercedes cars in Mercedes Benz Automobiles, Germany.**

**2.A mechanical engineer who previously worked on race cars.**

**3.A local spare part dealer.**

**Note: - Due to current covid-19 situation some of the problem areas are self-assumed (based on personal experiences), as local dealerships were closed for conducting survey.**

**Interaction with Engineer at Mercedes Germany**

**Problem1 -** The dealer told me that the part for my vehicle (**a Bajaj scooter handlebar**) is no longer available but he was offering me a refurbished part. That part looked very sketchy (It looked like there was welding done on it in a bad manner) to me and I wasn’t provided any sort of warranty on it. He just told us to have trust on him and buy the part. The part was quite expensive.

(**Key takeaway** – No reliable and assuring source for refurb parts)

**Requirement-**After a survey we got to know that in India only few dealers provide a warranty on part. We can have a scheme such that if any problem occurs with the refurb part at a certain time interval then we will refund you half of the money you spent on it.

Additionally, we can only list the refurbished items that are properly certified or have been quality assessed by our team.

**Problem2 -**Second issue that I faced was when I was searching a part for my Opel car. I wanted to buy a speedometer sensor for it, being a really old car, I knew finding it will be very difficult. I asked my local dealer about it, he told me to go to a scrap yard or somewhere were second hand parts are being sold. It was really difficult for me as I had no idea where to go to find that part. But after lots of research (I had to visit many dealers and contact them) I was able to locate the part to a dealer far away from my area, he said that the part is fully functional part and was taken out from a car involved in accident. I feel there should be a way that prevents a normal customer like me from going places for finding a part.

(**Key takeaway** – No facility like one stop for searching whether a part is available with a dealer or not, have to physically visit each dealer)

**Requirement-**

We can have a feature where we can list all the dealers that sell that part in a locality. If the part isn’t available with dealer, we can provide the dealer contact details so that the customer can contact the dealer and check if they can get the part.

**Interaction with former race car designer**

**Problem 3-** So I wanted to buy a part for my college race car project while I was staying in India and I visited an area that has lot of mechanic shops. I enquired in all shops and came up with different prices for same part.  
I was unable to make a decision regarding from whom I should buy it from(Even though the price difference was like 300-400 INR different, it was affecting our project budget).I wanted a part that fulfilled our requirements and also stays In our project budget. It made decision making hard for us as we couldn’t figure out why same exact part was being sold for different price points.

**(Key takeaway**-No way to distinguish part from various dealers, difficult to make decision while purchasing)

**Requirement-**

Nowadays there are lot of mechanic shops in one area. Buying a part in such area can be a headache as we have lot of options. A comparison system is required that differentiates these mechanic shops against parameters such as price, whether provide installation, Source of part etc.  
These can also include customer reviews for that particular part and dealer to make decision make easier.

**Interaction with a small dealer**

**Problem 4** - I am a dealer who sells spare parts, I am finding it difficult to run by shop as there are lot of dealers like me near me. I try to sell my parts as lesser price to lure customers to my shop but not able to increase my customers. I heard from one of my friends that people are buying parts from online and better rate. I also want to list my shop online but am scared as if it doesn’t work, I will lose my money.

**(Key Takeaway**-Setting up an online shop for a small dealer may be expensive for them, and no business improvement after that may lead to waste of investment)

**Requirement-**

We can provide customized plans according to dealer budget, we can also provide 7-day free trial for the dealer with money back guarantee if not satisfied.

**Personal experience 1(based on experience of shreyank)**

**Problem 5**- So the brake pad for my scooter was due replacing I decided to visit my local mechanic instead of service centre since I was tight on budget. The mechanic there showed me a part that was in exact packaging as original and even assured me that the part is original. Trusting him I paid him for the part.

After few days my brakes stopped working properly, this time I visited the service centre where I came to know that the part installed by the local mechanic is duplicate.

The service centre told me that there are many duplicates being sold in market and original parts aren’t available anywhere outside service centre. He also showed my ways to identify original from duplicate parts.

**(Key takeaway**-A normal person will find it harder to distinguish between original and duplicate parts as duplicates are nowadays made with very high accuracy to original part.)

**Requirement-**

Every original part have **an unique identification number or a sticke**r that is used to check against first copies .( Note - even though we know that nowadays it's very easy to replicate it on first copy  ) .while listing the product we will ask the dealer if he has the permit to sell authentic part if we are able to confirm it then we can list his product as original else we will list his product as market copy ( here also we can provide quality assessment to separate from other Market copies)

**Personal experience 2(based on experience of Rishi)**

**Problem 6-**

My corolla’s Windshield is damaged and it’s an old model which is off production and spare parts are tougher to find.

**Requirement-**

We will try our best to find the off production car. If it’s not possible we will suggest you the parts that are similar in the car which is in production when compared to your car.

For example if your corolla 2011 went off production then we can use the part of its successor i.e. corolla 2012.

**Other self-assumption-based problems**

**Possible scenario 1**- Suppose someone wants to buy a part right now but due to work constraints they are unable to visit the shop physically and want the part to be delivered to their doorstep and if required want installation too.

**Possible scenario 2-** Since we have suggested for providing free installation of the part. A larger number of user we have a doubt that will the mechanic will do his work properly. Is he qualified enough? To solve such doubts, we will hire only mechanic that have a basic qualification of 10th grade and are certified from Industrial Training Institute (ITI).

**Summary from above discussions**

1. We will assure users that the parts provided on the portal are genuine and provide assist.
2. We assure the authenticity of the parts.
3. We provide a comparison system between the dealers to provide ease to our users.
4. We will setup various modes of payment such as COD, Cards, UPI for ease of our customers.
5. We will provide installation at no extra cost for those who need it up to certain price point.
6. We can also create an easy categorization for our customers.
7. Not only for customers we care for our dealer partners as well. By providing them 7 days free trails.
8. Whatever being build has to be easily accessible to both dealers and customers.