BOSCH CAR SERVICE ZENATA CAR SERVICE

-, CASABLANCA

Level 2 · Confirmed Partner

NUVIO Kaizen Label

Status	Label active
Level	Confirmed Partner
Audit score	96/100
Code	CA-DC36E243
Labelled since	31 Oct 2026
Customer satisfaction	Ratings being collected
Specialties	General repair, Electronic diagnostics, Common-Rail diesel, Air conditioning, Gearbox, Auto electrics, Brakes and suspension, Body work, Tyres

1. Legal and identity · 10/10

1.1 Registered business (RC/ICE or self-employed)	4/4 · Compliant · On-site audit · 28 Oct 2026
1.2 Fixed address and identifiable front	3/3 · Compliant · On-site audit · 28 Oct 2026
1.3 Identified manager	3/3 · Compliant · On-site audit · 28 Oct 2026

2. Customer care · 10/10

2.1 Opening hours displayed	3/3 · Compliant · On-site audit · 28 Oct 2026
2.2 Reachable by phone or WhatsApp	3/3 · Compliant · On-site audit · 28 Oct 2026
2.3 Reception or waiting area	2/2 · Compliant · On-site audit · 28 Oct 2026
2.4 Complaint handling	2/2 · Compliant · On-site audit · 28 Oct 2026

3. Safety and premises · 15/15

3.1 Working vehicle lifts	4/4 · Compliant · On-site audit · 28 Oct 2026
3.2 Accessible, up-to-date fire extinguisher	4/4 · Compliant · On-site audit · 28 Oct 2026
3.3 Safe electrical installation	4/4 · Compliant · On-site audit · 28 Oct 2026
3.4 Clean, tidy work bays	3/3 · Compliant · On-site audit · 28 Oct 2026

4. Diagnostic equipment · 19/20

4.1 Up-to-date multi-brand scan tool	10/10 · Compliant · On-site audit · 28 Oct 2026
4.2 Battery tester and charger	4/4 · Compliant · On-site audit · 28 Oct 2026

4.3 Electrical measuring tools	4/4 · Compliant · On-site audit · 28 Oct 2026
4.4 Additional equipment (bonus)	1/2 · Partly compliant · On-site audit · 28 Oct 2026

5. Technical competence · 20/20

5.1 Proven specialties	8/8 · Compliant · On-site audit · 28 Oct 2026
5.2 Trained team	6/6 · Compliant · On-site audit · 28 Oct 2026
5.3 Interview with the NUVIO expert	6/6 · Compliant · On-site audit · 28 Oct 2026

6. Transparency · 15/15

6.1 Written quote before work	6/6 · Compliant · On-site audit · 28 Oct 2026
6.2 Itemised invoice	5/5 · Compliant · On-site audit · 28 Oct 2026
6.3 Replaced parts returned	4/4 · Compliant · On-site audit · 28 Oct 2026

7. Parts and warranty · 7.5/10

7.1 Parts from traceable sources	5/5 · Compliant · On-site audit · 28 Oct 2026
7.2 Written warranty	2.5/5 · Partly compliant · On-site audit · 28 Oct 2026

Current progress plan

- Mentionner la garantie par ecrit aux clients

Verified progress

- 28 Oct 2026 · Initial on-site audit · 96/100

How to read this page

- NUVIO checked each criterion on the date shown, on site, by video call or on evidence. « To improve » marks a point of progress, not a failure. Levels cannot be bought: they depend only on verified evidence.
- Private NUVIO label; it does not replace a regulatory certification. The valid status is the one shown online.
- NUVIO checks organisation, equipment and transparency criteria on a given date; the garage alone is responsible for the work it does.
- Method v1