

CASE STUDY: WHY MOORFIELD GERMAN MOTORS USES EPP FOR EVERY SERVICE



Company Overview

Moorfield German Motors is an independent specialist garage focused primarily on German vehicles, with around 90% of its work being on Volkswagen Group brands, particularly Volkswagen and Audi. Their customer base is made up largely of owners who are passionate about maintaining their vehicles, and prioritising performance.

Having worked with Millers Oils for several years, Moorfield German Motors has fully integrated the Millers Oils Emissions Performance Programme (EPP) into its servicing process, using it as both a preventative maintenance tool and a solution for contamination-related vehicle issues.

Challenge

Like many modern workshops, Moorfield regularly sees vehicles suffering from issues linked to deposits and contamination within fuel and lubrication systems. These can present as poor performance, drivability concerns, turbocharger problems, rough idling, and emissions-related issues.

Before introducing EPP, identifying the root cause of these problems could often be difficult, with customers facing the prospect of expensive component replacements without certainty that the issue would be resolved.

When Millers Oils first introduced EPP to the garage around five years ago, the team were initially sceptical.

“A lot of promises were being made, but we weren’t sure how it would meet our expectations, or if we were just being sold a dream”

– Rob, General Manager.



Solution

Following discussions with Millers Oils representatives, Moorfield began trialling the Emissions Performance Programme and quickly integrated it into their workshop processes.

Today, every vehicle serviced at Moorfield receives a Millers Oils Engine Flush alongside either a Petrol or Diesel System Cleaner as standard. For vehicles presenting with specific performance or contamination-related issues, the full EPP treatment programme is recommended.

The garage found the products straightforward to introduce, requiring no major changes to existing service procedures while providing an additional layer of preventative maintenance for customers.

Results

Moorfield has seen consistent benefits from incorporating EPP into routine servicing. One of the most noticeable outcomes has been a significant reduction in turbocharger related repairs. "Since using EPP, we do two-thirds fewer turbos on vehicles that are serviced here." The team has also found that customers who continue servicing their vehicles at Moorfield with EPP, experience fewer recurring issues over time.

"If customers continue to get their vehicles serviced here and we keep using EPP, they generally don't see those problems afterwards."

– Matt, Senior Technician

Customer Example

One customer brought in a Volkswagen Transporter experiencing performance issues and suspected turbocharger failure, believing that a replacement turbo was required.

As part of the service, Moorfield carried out an Engine Flush and Diesel System Cleaner treatment. The following day, the customer called the garage asking, 'What have you done to it?' The vehicle was no longer entering limp mode, and the symptoms had completely disappeared. The treatment had successfully cleaned deposits affecting the system, restoring normal operation and eliminating the need for a replacement turbocharger. The customer continues to have the vehicle serviced at Moorfield, with no further turbo-related issues reported since.

Impact

EPP has become a core part of Moorfield's service offering and a valuable tool in helping customers avoid unnecessary repair costs. The garage reports that the programme is easy to recommend because the value proposition is clear.

“When you explain to someone that spending £100 on EPP could prevent a £10,000 engine replacement, it's a no-brainer.”

– Rob, General Manager

The treatments have also generated additional revenue opportunities through preventative maintenance services while helping build long-term customer loyalty and trust. Customers increasingly request the full treatment package and appreciate the proactive approach to vehicle maintenance.

Recommendation

After five years of using EPP across thousands of services, Moorfield German Motors has become a strong advocate for the programme.

“When a customer comes in with an issue, we run a Millers Oils diesel or petrol system cleaner through a full tank of fuel, the problem goes away and we never hear from them again.”

– Rob, General Manager

The team believes EPP offers garages a practical way to address contamination-related issues before they develop into costly repairs. Their rule of thumb remains simple:

“If it's a dirt-related issue, EPP will fix it. If it doesn't, it's a mechanical problem.”

– Matt, Senior Technician