

UNIFORM INSPECTION & COMMUNICATION STANDARDS 2010 - 2011

Brake Systems

BRAKE SYSTEMS

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MAP STANDARDS OF SERVICE

MAP developed standards of service for shops to follow in working with customers. Written from the point of view of customers, and for the use of maintenance and repair shops, the standards expand on the ideas and promises established in MAP's Pledge to Customer

I. Our recommendations are based upon the following definitions.

System Failure - Parts/system indicated are out of manufacturers' specifications, have failed or are unable to perform their normal function as intended or designed by the manufacturers. Service/replacement is required.

Preventive/Scheduled Maintenance - Parts/system are scheduled for service/ replacement per industry standards or are near the end of their useful life and repair/ replacement is recommended in advance of parts/system failure. Service/replacement is suggested.

Improved System Performance - Parts/ system indicated are recommended for repair/ replacement to enhance/improve the vehicle's ability to perform as intended or designed by the manufacturer, or as requested by the customer. Service/replacement is suggested.

II. Training/Criteria Our personnel have acquired auto repair expertise through formal education or work experience. Where appropriate, personnel are moving toward certification (e.g. vehicle manufacturer, ASE, etc.) for the services performed. Continuing education will be supported by all MAP participants.

III. Appropriate Company Approved Inspection

We will perform an appropriate inspection based on MAP Uniform Inspection & Communication Standards.

IV. Written Estimates

Written estimates based on our inspection, in compliance with state and local regulations, will include parts (dollar amount), labor (dollar amount), and the total estimate.

V. Work Authorization

No work will be performed without the customer's prior approval.

VI. Limited Warranty

A minimum limited warranty will be offered of 90 days or 4,000 miles, whichever comes first, covering parts and labor.

VII. Returned Parts

All customers will be entitled to the return of old parts, or if they choose, they may examine the parts prior to leaving the store. Where failed parts are required to be returned to the manufacturer in order to