

MAP's PLEDGE TO CUSTOMERS

We Promise

To Provide written recommendations for repairs that are explained and based on system failure, improved system performance or preventive maintenance, according to accepted industry standards.

To Offer a written estimate, including the reason for the repair, and no work will be performed without your prior authorization.

To Employ personnel trained in accordance with MAP Standards of Service who are qualified to perform an inspection based on MAP Uniform Inspection Standards.

To Include a written limited warranty at no extra cost.

To Assure that customer disputes are addressed in a timely, professional and courteous manner.



For more information contact



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Motorist Assurance Program Standards for Automotive Repair



Here's something you
should know.....

.....About this
MAP
Participating
Facility

Here's Something you should know About this MAP Participating Shop

Welcome!

You are now in a shop that participates in the Motorist Assurance Program (MAP).

We participate in MAP because you are important to us and to give you the extra comfort of knowing we really mean it.

MAP is a national, non-profit organization that helps consumers and automotive maintenance and repair facilities communicate better to prevent problems and dissatisfaction.



To be able to participate in MAP is no easy task. But it's the best way we have of showing you we're serious about integrity, honesty, and good business practices.

What our MAP Participation means to you

The MAP application and screening process is thorough.

Control: As the customer, you have control over what work is done on your car.



Honesty: We're up front about the repairs your car needs, and we communicate fully and objectively. Nothing is hidden. We abide by MAP's *Standards of Service* and *Pledge of Assurance to Customers*. And we're willing to put it in writing.

Thoroughness: We use MAP's *Uniform Inspection & Communication Standards* so you and every customer can see what automotive experts determined to be most appropriate for your safety and for your vehicle's reliability.

Quality & Customer Satisfaction: We strive to leave you and every customer fully satisfied. If you are dissatisfied, however, we promise to respond to your issues in a timely manner. And we provide a 90 day/4000 mile minimum limited warranty.

What you can expect

Our technicians use MAP's standards to determine what's best to keep your car safe and reliable. We use the MAP Uniform Inspection & Communication Standards to indicate whether repair or replacement is "Required" or "Suggested". Look for our written recommendations when you are making decisions about repairing your car. And remember: *you* are in charge!

Our MAP participation is a



strong message to our customers:

"We care about your vehicle
...and we want you back
again"