

Vehicle Service 101 - Owner's Guide

Keeping up with your vehicle's maintenance doesn't have to feel complicated. This guide will help you understand how the service department works and how your Service Advisor can help you keep your vehicle safe, reliable, and running at its best.



Service Checklist

• Before your service visit:

- Know your Service Department** – Choose a dealership or repair facility you trust and build a relationship with your Service Advisor. Having someone familiar with your vehicle's history helps ensure consistent, personalized service.
- Schedule an appointment** – Booking ahead of time, either online or by phone, helps reduce wait times and allows the service department to prepare for your visit.
- Review your maintenance schedule** – Your owner's manual outlines the manufacturer's recommended maintenance intervals. Staying on schedule helps maximize vehicle performance and can protect your warranty.
- Make note of any concerns** – If you've noticed unusual noises, vibrations, warning lights, leaks, odors, or changes in vehicle performance, be prepared to describe when they occur and how often.

• Items to bring with you:

- Warranty booklet or service contract paperwork (if applicable)
- Any recall notices you've received

• Questions to ask your Service Advisor:

Clearly describe what you've noticed — what the concern is, when it happens, and how often.

- What service does my vehicle need at this mileage?
- Can you explain why this service is recommended?
- Can I get an estimate before any work begins?

• Terms to know:

"Scheduled / Routine Maintenance": The services your manufacturer recommends at regular mileage or time intervals (like oil changes, tire rotations, and inspections). Staying on schedule keeps your vehicle reliable and helps protect your warranty.

"Multi-Point Inspection": A head-to-toe check of your vehicle - brakes, tires, fluids, battery, belts, and more. Many shops include this free with service and give you a simple green / yellow / red report so you know what's good, what to watch, and what needs attention now.

"OEM Parts": "Original Equipment Manufacturer" parts - made by your vehicle's brand and designed specifically for your model.

"Aftermarket Parts": Parts made by a company other than the original manufacturer. They can be a good value, though quality varies. Ask your advisor which option is right for your situation.

"Recall": A free repair issued by the manufacturer to fix a safety or compliance issue. Recalls are always performed at no charge, regardless of your vehicle's age or mileage.

"Warranty": The manufacturer's promise to cover certain repairs for a set time or mileage. A "bumper-to-bumper" warranty covers most of the vehicle, while a "powertrain" warranty covers the engine, transmission, and related parts for longer.

"Service Contract / Extended Warranty": Optional coverage you can purchase to help pay for repairs after your factory warranty ends. Always read what's covered, your deductible, and where the work can be done.

"Diagnostic Fee": A charge for the time a technician spends identifying the cause of a problem - especially when a warning light is on. This fee is often applied toward the cost of the repair if you move forward.

"Check Engine Light": A dashboard light signaling that your vehicle's computer has detected an issue. A steady light usually means schedule service soon; a flashing light means have it checked right away.

"TPMS": Tire Pressure Monitoring System - the sensor that turns on the low-tire-pressure light. It may signal a leak, or simply a drop in temperature.

"Tire Rotation": Moving tires to different positions so they wear evenly. Done regularly, it extends tire life and improves handling.

"Wheel Alignment": Adjusting your wheels to the correct angles. If your vehicle pulls to one side or your tires wear unevenly, you may need one.

"Brake Pads & Rotors": Wear parts that let your vehicle stop safely. Squealing, grinding, or a longer stopping distance are signs they may need attention.

"Fluids": Your vehicle relies on several fluids - engine oil, coolant, brake, transmission, and power steering. Keeping them clean and at the right level helps everything run smoothly.

"Filters": Engine air, cabin air, oil, and fuel filters keep dirt and debris out of your engine and out of the air you breathe inside the cabin. They're replaced periodically as part of routine maintenance.

"Battery": Powers your vehicle's electrical system. Most last 3-5 years; slow starts or dim lights can be early warning signs.

"Certified / ASE Technician": A technician who has passed industry or manufacturer training and testing. Dealership technicians are trained specifically on your vehicle's brand.

"Labor Rate": The hourly cost for a technician's work, separate from the cost of parts. Your estimate will typically break out parts and labor for you.

"EV Service": Electric vehicles need less routine maintenance - no oil changes - but still require care for tires, brakes, cabin filters, coolant, and battery health. Be sure to use technicians trained on high-voltage systems.

- **Common services and when you may need them:**

Oil & Filter Change: One of the most important routine services. It keeps your engine clean and protected. Your owner's manual lists the right interval for your specific vehicle - mileage and driving conditions both matter.

Tire Rotation & Inspection: Typically done alongside an oil change to promote even tire wear and catch issues early. We'll also check your tread depth and pressure.

Brake Service: Recommended whenever you notice noise, vibration, a soft pedal, or longer stopping distances - and inspected regularly as a safety item.

Battery Test & Replacement: A quick test tells you how much life your battery has left, so you can replace it on your terms instead of being stranded.

Fluid Services: Coolant, brake, transmission, and other fluids are checked and replaced at manufacturer-recommended intervals to keep your vehicle running its best.

Scheduled / Mileage Services (e.g. 30k, 60k, 90k): Larger maintenance milestones that bundle inspections and part replacements your vehicle needs as it ages. Staying current helps prevent bigger, costlier repairs down the road.

Multi-Point Inspection: A full check of your vehicle's key systems, usually included with service, so you always know the current health of your car.

Remember, your Service Advisor is your partner in keeping your vehicle safe and reliable - never hesitate to ask about any recommendation, term, or estimate. Building that relationship is the Neighborly Way. Thank you for trusting Mossy with your vehicle!

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