

TIRES AND LOANERS

Loaner vehicles are not provided for tire replacement/ fixing (I would follow that with "but we have a shuttle that operates within a 5mile radius"... or something like that
Loaner vehicles are not provided if what the customer wants is only an oil change... loaners are provided with full Service A and B

ROAD HAZARD WARRANTY (this is warranty offered on new tires a customer buys and installs here)

1st year (1mo-12mos) from new tire purchase upto 12kmls= cost of the tire is covered 100% by road hazard, cst pays all labor to replace tire and taxes

2nd year (13mos- 24mos) after new tire was purchased and from 12kmls to 24kmls= cost of the tire is covered 50% by road hazard, cst pays labor and remainder 50% of tire and taxes

PRE BUY INSPECTIONS

Pre Buy inspections are NOT performed at this facility

REMOTE BATTERIES

Appt not needed, cst can come in anytime during business hours, purchase battery in parts and one of the valets can assist in putting battery in

TIRE PRESSURE LIGHT ON

If ALL that is needed is the tire pressure adjusted, customer can come in anytime during business hours and have this adjusted right on the drive by the valets. If Tire pressure light is on again after pressure has been repeatedly adjusted an appt is recommended so that techs can determine why light remains lit

COOLANT FLUID OR ENGINE OIL LOW

If ALL customer wants is for these to be quickly checked and topped off, they can come in anytime during business hours, valets will check levels.

If any of these fluids need to be topped off the customer can purchase the necessary amount of fluid in parts and valets will assist in putting in necessary amount of fluid in. Just like with tire pressure, if this has been recurring issue an appt should be booked for the customer

TYPE OF OIL USED FOR OIL CHANGES (this is the oil we use on ALL vehicles)

MOBIL 1 SYNTHETIC 0W40

BULB REPLACEMENT (for the most part this can be determined on the drive by looking at bulb)

Halogen bulb can be changed on drive for most vehicles

Xenon bulbs need to go into the shop as only technicians can replace these

VEHICLE BASIC WARRANTY

(warranty expires on whichever the customer reaches 1st-- yr or mileage... on a used car this means from when the ORIGINAL owner bought the car)

All Mercedes vehicle and Smartcars 2011 and newer have a 4YR/ 50KMLS warranty from the INITIAL purchase date

Smartcars 2011 and older have a 2YR/ 24KMLS warranty from the INITIAL purchase date

EMISSIONS WARRANTY (I would only discuss MBUSA Emmissions warranty.... I would not discuss Federal at all)

*MBUSA emissions warranty on vehicles is 7yrs/ 70kmls

*Federal warranty on vehicles is 8yrs/ 80kmls and typicall covers fuel components such

as oxygen, knock and crank sensors. This may cover catalytic

coverter but like with any other issues, we CANNOT guarantee that

any items will be covered under warranty until OUR technicians have

the opportunity to diagnose the vehicle at our facility

BATTERY WARRANTY ON NEW VEHICLES

4 YEARS/ 50KMLS from initial purchase date-- whichever comes 1st

BENT RIMS

Are not repaired here

BUFFING OUT RIMS (must be inspected 1st)

No loaners are provided... \$150 per rim to remove scratches (not done on Chrome rims)

RESISTALL APPLICATION APPT/ APPT F/ ITEMS OWED BY SALES DEPARTMENT

These are internal Ros, please transfer these calls to Nina or Catherine, they will set up these appointments

BLUETOOTH CODE

0000 or 62872

DO YOU HAVE A BODY SHOP

We do not but there are a few MBUSA certified body shops close to our facility the vehicle can be taken to (I would say "MBUSA certified" rather than "we recommend")

(if the cst should ask about a loaner while their car is in a body shop-- We as a facility do not provide a loaner but their insurance company can get them going on a rental

vehicle through one of the major rental car companies) Loaner are only provided when a customer's car is in OUR shop.

***Beverly Coachcraft - 2320 Sawtelle Blvd. Los Angeles, CA 90064 (Between Pico & Olympic) 310-477-6561

***Harry's Auto Collision Center - 1013 S. La Brea Ave. Los Angeles, CA 90019 (La Brea & Olympic) 323- 933-4600

***Paulee Body Shop - 1115 S. La Cienega Blvd. Los Angeles, CA 90035 (Between Pico & Olympic) 310-652-5373

>>>> customers can also use MBUSA link to find certified body shops in other zip codes: <http://www.mbusa.com/mercedes/dealers/browsecollisioncentersbystate>