

MAP Canada's Service Requirements & Suggestions

- It is MAP policy that before any service is performed on a vehicle, an inspection of the appropriate system must be performed; the condition of the **COMPONENT, CODES and PROCEDURES** are determined according to the Uniform Communication & Inspection Standards.

The results of the inspection must be documented on an inspection form and explained to the customer. The inspection may indicate that service or parts replacement are **"Required"** because the part in question is no longer providing the function for which it is intended, or does not meet the vehicle manufacturer's recommended design. The inspection may indicate that service or parts replacement are **"Suggested"** because the part is close to the end of its useful life or addresses a customer's need, convenience or request. If a customer's vehicle has one of these conditions, the procedure may be to only suggest service.
- A customer, of course, has the choice of whether or not a shop will service their vehicle. He or she may decide not to follow some of your recommendations. However, when a repair is **"Required"**, a MAP Participating Shop must refuse partial service on that system if, in the judgement of the service provider, proceeding with the work could create or continue an unsafe condition.

REASONS TO "REQUIRE" REPAIR OR REPLACEMENT	REASONS TO "SUGGEST" REPAIR OR REPLACEMENT
<p>A - Part no longer performs intended purpose.</p> <p>B - Part does not meet a design specification (regardless of performance).</p> <p>C - Part is missing.</p> <p><i>Note: When a repair is required, the shop must refuse partial service to the system in question, if the repair creates or continues an unsafe condition.</i></p>	<p>1 - Part is close to the end of its useful life (just above discard specifications, or weak; failure likely to occur soon, etc.).</p> <p>2 - To address a customer need, convenience or request (to stiffen ride, enhance performance, eliminate noise, etc.).</p> <p>3 - To comply with maintenance recommended by the vehicle's Original Equipment Manufacturer (OEM).</p> <p>4 - Technician's recommendation based on substantial and informed experience.</p> <p>5 - To comply with maintenance recommended by AMRA/MAP.</p> <p><i>Note: When a repair is required, the shop must refuse partial service to the system in question, if the repair creates or continues an unsafe condition.</i></p>

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The MAP Process





MOTORIST ASSURANCE PROGRAM



STANDARDS FOR AUTOMOTIVE REPAIR

About MAP Canada

Formed in 1992 by a group of service providers, manufacturers, car companies, industry associations and others who were concerned about the reputation of the automotive repair industry, MAP works to improve communication and trust between the industry and its customers. MAP's purpose is to strengthen the relationship between the motorist and the automotive service and repair industry. MAP has established relationships with many consumer groups and regulatory agencies.

The MAP Process is made up of the following three (3) components:

1. Pledge to Customers
2. Standards of Service
3. Service Requirements and Suggestions

MAP Canada'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 & Communication 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.

MAP Canada's Standards of Service

I. MAP's 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 manufacturer. Service or 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 or 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 or replacement is suggested.

II. Training/Criteria

Shop 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 is supported by all MAP participants.

III. Appropriate Company Approved Inspection

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

IV. Written Estimates

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

Accreditation in the MAP Program means good customer relations.

V. Work Authorization

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

VI. Limited Warranty

Shop offers a minimum limited warranty for 90 days or 6,500 kilometres, whichever comes first, covering parts and labour.

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 honor the warranty, the customer will be allowed to examine the parts.

VIII. Classification of Parts

Replaced parts will be identified as new, remanufactured, rebuilt or used. MAP participants will inform the customer and indicate on the estimate and invoice whether a part is new, remanufactured, rebuilt or used.