

## **Convenience oil changes are like fast food- it's all right in a pinch, but a steady diet of it isn't healthy.**

We know how it is... you suddenly notice that the crusty old window sticker says you're 2000 miles overdue for an oil change. You look around and see a Quick-Lube on the corner. It's right there, and it seems so cheap and easy...

It seems like a reasonable solution, but you and your vehicle deserve better. You think you're saving a few dollars and some time, but can their "lube technicians" assess and prioritize your vehicle's needs? Do you need any additional services? Will the work be done right? Will the best methods and materials be used? There are many reasons to rely on us for all your vehicle needs, but the peace of mind from knowing the right things are done the right way may be the most important. So what makes our Minor Interval Service different from a convenience oil change?

### **Qualified Staff**

Each vehicle we service receives professional attention from our experienced ASE-Certified Technicians and Service Advisors. Your vehicle gets up to an hour of expert attention for less than half our hourly shop rate; an unbeatable value.

### **Quality Materials**

We only use original equipment manufacturer (OEM) specification or higher grade filters, oils, and materials. This is what your vehicle manufacturer wants for optimal performance, and we oblige.

### **Comprehensive Maintenance for REAL Value**

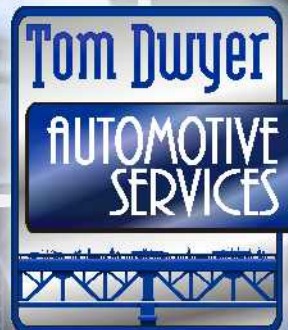
Logical, comprehensive service extends the life of your vehicle and actually costs less over time. We need to see your vehicle regularly to monitor its changing condition, keep accurate service records, intelligently prioritize your needs, and give advice you can trust. Convenience lube providers aren't able to determine or act on your vehicle's real priorities. Your vehicle needs more than just an oil change to stay in top shape.

### **Appointments Mean Time Dedicated To YOU**

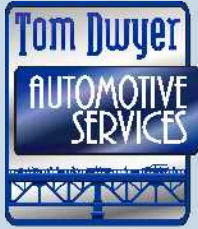
For quality and for your convenience, we require appointments for our Minor Interval Service. While a "convenience" shop may just spend 15 minutes actually working on your vehicle, you may spend much longer waiting in line behind other cars. We spend about an hour on each Minor Interval Service, and longer if you authorize additional needed work. We set this time aside for you when you set your appointment and start working within minutes of your arrival. You can wait for our service if you prefer, but most of our clients leave their vehicle and use one of our many transport options. It takes time to do comprehensive, quality work, and we think you'll prefer the value of real long-term satisfaction over the illusion of short-term convenience.

# **What's in our Minor Interval Service?**

*Convenience oil changes are like fast food- it's all right in a pinch, but a steady diet of it isn't healthy.*



**503.230.2300**  
**www.TomDwyer.com**



## What's in our Minor Interval Service?

People frequently assume that our Minor Interval Service is the same thing as an oil change at a convenience lube shop, and that they can save a few dollars there for the same service. NOT TRUE! Our Minor Interval Service includes a premium oil change, but it's much more. You get the qualified staff, state-of-the-art equipment, quality materials, and in-depth evaluation necessary for comprehensive maintenance. Please comparison shop our Minor Interval Service against any oil change, but use this chart to help make sure you're comparing "apples to apples"...

Dwyer Minor Interval Service Standards		Most Cars and Small Trucks	AWD/4WD Large Truck	European and Exotics
All work is performed by ASE-certified and experienced personnel	<b>Technicians</b>			
	Review client history, mileage, and recommendations	●		
	Complete 90-point inspection by request	● *	● *	● *
	Limited vehicle road test	●		
	"Off the ground" relaxed suspension and undercarriage evaluation	●		
	Under-hood inspection			
	Remove guards and skid plates			
	Inspect and document pre-change oil level and condition	●		
	Fill oil to capacity (5 quarts max) and install filter <sup>1</sup>			
	Replace drain plug washer (new drain plug at additional cost if needed)			
	Lube chassis where applicable			
	Check accessible filters			
	Air filter (visual, mileage evaluation and maintenance record check)			
	Fuel filter (mileage evaluation and maintenance record check)			
	Cabin air filter (mileage evaluation and maintenance record check)			
	Check cooling system level			
	If coolant low, pressure test by request	●		
	Check Ph balance and coolant freeze protection condition	●		
	Test accessible batteries			
	Check wipers, replace if necessary (new wipers at additional cost if needed)			
	Reset maintenance required light (additional charge if scan tool is needed)	●		
	Interval Service reminder sticker			
	Check all accessible fluid levels and conditions	●		
	Note any abnormal fluid loss and top off as necessary			
	Check exterior lights, signals, and horn			
	Replace bulbs (additional time requires approval)			
	Check and set tire pressures to OEM specifications			
	Note tire tread depth and condition	●		
	Tire repair (additional time requires approval)	●		
	Rotate and balance tires (additional time requires approval)	●		
	<b>Advisors</b>			
	Explain work performed at this service interval			
	Explain issues that will need future attention			
	Update service records and maintenance notes	●		
<ul style="list-style-type: none"> <li>● Services not typically performed at convenience lube shops</li> <li>* Available upon request at an additional cost</li> <li>⚙ Service may not be available for "Will Wait" clients</li> <li>1 Additional oil is \$3.50/qt standard, \$8.99/qt synthetic</li> </ul>		Please ask your Service Advisor for pricing details		

**Tom Dwyer Automotive Services, Inc. www.TomDwyer.com 503-230-2300**