

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.

Don't be left behind !



Take advantage of **MAP's Online Course** and **MAP Assessment Test** offerings to earn your Certificate of Completion and **MAP Qualified** patch!

Visit www.motorist.org for step-by-step instructions, tips for First-Time Users and to register for courses and test.

For more information contact



STANDARDS FOR AUTOMOTIVE REPAIR

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Motorist Assurance Program Standards for Automotive Repair



*Show your
customers you
care!*

Become MAP

Qualified!

Add Value with MAP Training & Testing

Use MAP in your Shop

Teach your staff to use MAP to communicate more effectively and consistently with your consumers and prospects. Both your shop and your customers will get off to a better start if they share a common “road map” to the customer’s car, something each should follow to help prevent misunderstandings. MAP-participating shops use such a road map: the Uniform Inspection & Communication Standards (UICS). The standards give the shop a “customer communication/education tool” to use before proceeding with any work. Service staff can review the industry standards with the consumer and give him or her a copy of the MAP-required written estimate, which explains in clear language what will be done to the vehicle — and why.

Your MAP shop should be using these guidelines and materials to assure your customers that they’ll get consistent service and repair recommendations, based on the uniform industry standards.

Train your employees

MAP gives the customer more confidence in your store, and gives you more confidence in yourself and your employees. It makes the entire process easier, from the time a customer comes through the door. Plus it decreases comebacks, back-outs and adds to your bottom line.

Take advantage of the benefits of using MAP by fully training your staff. Get your company’s education department to set up training or contact MAP directly. Either way, your store, its employees and its customers will benefit.



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MAP has made it easier for you. Now you can take both **Service Advisor** and **Technician** courses **Online** with access 24 hours a day, 7 days a week.

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Click here for



Assessment Test

Already Completed MAP Training?

If your staff has already completed their MAP Training, then have them sign up on line to take the MAP Assessment Test for only \$1. By following the link on our website, you can register and take the assessment test. Once you have successfully completed the test, you can print out your certificate of completion. You are then eligible to order a certificate, suitable for framing, and MAP Qualified patches to wear on your uniforms letting your customers know you care.



On the Job

MAP helps your store managers and technicians communicate with customers

- More clearly
- More consistently
- To establish long-term relationships for profitable repeat business.
- To build trust