

# FAQ

**Q: If I Have my Vehicle Serviced by BLAKE'S AUTOMOTIVE, will this void my warranty?**

A: Absolutely not! Blake is a HONDA & TOYOTA Certified Technician! We install / add only Genuine HONDA & TOYOTA OEM replacement factory parts & fluids! All work performed satisfies all new vehicle warranty requirements! We will give you a signed service repair order and stamp your warranty book for validation of service.

**Q: What type of services does BLAKE'S AUTOMOTIVE offer?**

A: We offer all warranty & regular scheduled maintenance services, complete brake service & some repairs. We will scan your computer, or diagnostic your vehicle for free! Since we will refer some repairs you may need to your local Dealer, you should have us make sure you need any repairs at all. Some repair shops love to make profit on repairs you do not need! We keep it simple and save you money!

**Q: Where are you and what are your business hours?**

A: Call Blake Monday thru Sunday from 9:00 am to 5:00 pm for your Service Appointment. If you call during business hours and get voice mail, then I am either on the phone or working on a vehicle. Your call is very important to me, so please leave a message and I will call you back as soon as possible.

**Q: What is BLAKE'S AUTOMOTIVE HONDA / TOYOTA Certified 150 Point Inspection Checklist?**

A: Our HONDA or TOYOTA Certified 150 Point Inspection Checklist is the manufacture's certified used preowned vehicle inspection checklist. We use this modified checklist as a guideline to keep you informed of how your vehicle is really doing! This checklist is performed every time we service your vehicle. We will list all items that need attention for your records.

**Q: Should I follow BLAKE'S AUTOMOTIVE service reminder in the windshield or my vehicle's computer reminder system?**

A: You should follow our service reminder in your windshield, because this is customized to your driving behavior based on Our Complete Analysis of your driving behavior and vehicle's engine oil consumption. This is explained on the next FAQ .

**Q: How often should I change my oil?**

A: You should change your oil every 3,000 to 5,000 miles or 3 to 5 months which ever comes first. We will perform a complete analysis of your driving behavior, examine the condition and quantity of your oil that we drain out of your vehicle and compare this to the factory specs for maximum fill capacity of motor oil. This will determine your Oil & Filter change interval and engine oil consumption based on time and mileage.

**Q: Why should I worry about replacing my Timing Belt?**

A: If your timing belt breaks then you will have serious & expensive engine damage! All HONDA & ACURA vehicles that have Timing Belts are interference engines that will need a complete engine overhaul if you do not have this service performed at 105,000 miles or 7 to 9 years, whichever ever comes first, for 1997 and newer model vehicles. TOYOTA & LEXUS Vehicles, which have Timing Belts, are required to be replaced every 90,000 miles or 7 to 9 years. For more info call us and we will inspect your vehicle for free and refer you to your local dealer if you need this timing-belt replacement package. This will save you money and time!

**Q: What if I have a problem or repair needed with my vehicle and it is still under warranty?**

A: You must go to your nearest HONDA, ACURA, TOYOTA, or LEXUS Dealer for all recalls, TSB's and repairs you experience while your new vehicle is under warranty. The safety of you and your vehicle is very important, so do not hesitate to make your warranty appointment.

**Q: What is a vehicle safety recall, and how do I know if my vehicle has been subject to one?**

A: Vehicle safety recalls are conducted by a vehicle manufacturer in the event of a component failure (or potential failure) that may prevent the driver from controlling the vehicle in a safe and proper manner. Examples of such components include brakes, steering, suspension, headlights, and airbags. They will notify you by mail or you can call your local dealer for info.

**Q: Is it necessary to use additional lubricants & fluids?**

A: Your vehicle is engineered to perform at its best without further additives other than the Genuine OEM Fluids and Lubricants. We only use Genuine OEM Factory parts & fluids purchased from your local manufacture dealers.

**Q: What does OEM stand for?**

A: This means, "Original Equipment Manufacture." And is what is known as Genuine OEM Replacement parts & fluids. BLAKE'S AUTOMOTIVE purchase all parts and fluids from your local HONDA, ACURA, TOYOTA, and LEXUS dealers.

**Q: My engine checklight is on! What do I do? Is my vehicle safe to drive?**

A: We do not recommend driving your vehicle until we scan your HONDA, ACURA, TOYOTA, or LEXUS vehicle's computer. If you continue to drive in this state, it may prove to be costly and unsafe. Call us at your earliest convenience for your free computer scan.

**Q: I lost my keys and need to get a new set and have them programmed... Where do I go?**

A: You must contact your nearest Car Manufacture Dealer. They will be able to assist you.