



D & D Automotive Services, Inc.
2916 Minnesota Avenue
Stevens Point, WI 54481
Toll-Free: 877-633-2310
Local: 715-344-6707

Your Owner's Manual

The information in this booklet is tailored to driving habits and conditions in our part of the country and based on 27 years experience. Specific service recommendations and frequencies vary by model and manufacturer. The general information in this booklet is no way intended to replace information provided by your vehicle's manufacturer.

For model specific information, consult your Owner's Manual or a certified auto service professional. Frequent short trips and stop-and-go driving qualify as "Severe Driving Conditions" and require more frequent servicing. Read your manual. It is a valuable tool to protect your investment and prolong the life of your vehicle. If you have any questions or do not have your Owner's Manual, feel free to ask us. We access the most recent vehicle information through our computerized information system. Our job is to help you maintain your vehicle properly; we want it to perform reliably for as long as you own it.

Additional Helpful Information

The Car Care Council was a great resource for writing this booklet. For detailed information, descriptions and excellent car care articles, please visit their website at www.carcare.org.



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YOUR VEHICLE IS ONE OF YOUR GREATEST INVESTMENTS

You want your vehicle to provide years of reliable service and retain its value. The best way to insure it will continue to take good care of you is to take good care of it.

You know that regular oil changes lengthen the life of your engine. You understand the financial benefits of investing small amounts in our Lube, Oil & Filter

Service regularly: it helps you avoid the ordeal and expense of replacing your engine.

Your engine is only one component in a complex system. Other systems also require periodic service to insure that your vehicle continues to perform for you.

What Does Preventative Maintenance Do for You?

- **Saves Money:** Over the life of your vehicle, the cost of preventative service is far less than the cost of repairing systems that breakdown without proper maintenance.
- **Avoid Expensive Surprises:** Schedule small expenditures to help avoid sudden and expensive repairs.
- **Better Resale Value:** Well maintained vehicles are worth more. Buyers value your computerized vehicle maintenance history showing proper maintenance.
- **Peace-of-Mind:** Feel confident knowing your vehicle is properly maintained and regularly inspected by an expert.

How Do You Care for All Your Vehicle's Systems?

We make it simple. Our Lube, Oil & Filter Service is much more than an oil change: we include all the Monthly & Three Month/3,000 Mile items on the checklist (next page).

Our Comprehensive Vehicle Evaluation goes far beyond the typical state inspection: we include all the Twelve Month/ 12,000 Mile items on the checklist. Then, when your vehicle is due for something like a Coolant Flush or a Transmission Service, we will tell you. It's that simple.

Why is it Important to Have One Shop Manage All Your Service Needs?

As you'll see reading this booklet, there are a lot of service items to keep track of.

If you have one place change your oil, another do your brakes and yet another perform your transmission service, you don't have anyone overseeing the overall maintenance of your vehicle. Important items get missed! It happens all too often: something big goes wrong that could have been prevented with proper service and the customer asks, "Why didn't anyone tell me I needed to do this?" Because that customer did not have anyone specifically responsible for overseeing all the vehicle's maintenance needs. We don't want this to happen to you. It will cost you more time, more frustration and more money if something big goes wrong. We want to help you avoid that. You know you can rely on us to manage your vehicle's service needs: you receive our Vehicle Maintenance Evaluation every time we service your vehicle. You want your vehicle to perform reliably--service it with D & D Automotive Services.



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Avoid Expensive Repairs & Breakdowns

In our experience, the number one reason most major vehicle systems fail is neglect. Regular inspection and maintenance is the best way to avoid inconvenient and costly repairs. Come to us for your Lube, Oil & Filter Service every three months/3,000 miles and your Comprehensive Vehicle Evaluation once a year (when you need your state inspection). Then, when your vehicle is due for a specific maintenance service, we will tell you. We make preventative maintenance convenient and affordable.

For a description of these items read the following pages. If there is anything you don't understand, just ask us. We want you to feel comfortable about your automotive service.

- Indicates items inspected in our Lube, Oil & Filter Service.
- Indicates items inspected in our Comprehensive Vehicle Evaluation.
- Indicates individual services or common 30, 60 or 90k Service items.

Check Every Month

All included in D&D Auto's Lube, Oil & Filter Service

- Check Engine Light (lights-up when vehicle is first started)
- Glass (cracks, chips or obstructions)
- Horn
- Lights (for burnt out bulbs or damaged covers)
- Tire Pressure & Condition
- Windshield Washer Fluid Level

Check Every Three Months or 3,000 Miles

All included in D&D Auto's Lube, Oil & Filter Service

- Engine Oil & Filter service
- Lubricate Chassis
- Differential Fluid
- Transmission Fluid
- Transfer Case Fluid
- Power Steering Fluid
- Air Filter (LOF inspection on most models)
- Belts
- Check For Leaks
- Hoses
- Under Hood Visual Inspection
- Under Vehicle Visual Inspection
- Wiper Blades



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Check Every 12 months or 12,000 miles

All included in D&D Auto's Comprehensive Vehicle Evaluation

- A/C System
- Battery & Cables
- Brakes
- Cooling System
- Emission System
- Engine
- Exhaust System
- Fuel Filter
- Fuel System
- Headlamp Aim
- Steering System
- Suspension System
- Wheel Alignment

Maintenance and 30, 60, 90k Mile Services

Vehicle manufacturers recommend specific services be performed at 30,000 mile intervals. Check your Owner's Manual for recommended service items or ask us about your specific model.

- Brake Fluid Flush
- Coolant Flush
- Drive-Axle Fluid Service
- Power Steering Flush
- Transmission Fluid Flush & Filter
- Transfer Case Fluid Service
- A/C Service
- Battery Cleaning & Service
- Cabin Air Filter Replacement & A/C Duct Cleaning
- Fuel Injection Cleaning & Service
- Inspect Fuel Lines
- Inspect/Adjust Clutch
- Oxygen Sensor
- PVC Valve
- Replace Belts & Hoses
- Spark Plugs & Spark Plug Wires
- Timing Belt



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FLUID MAINTENANCE

Lots of people can change your oil, but do they have the experienced eye of an ASE Master Certified Technician carefully evaluating your vehicle's systems? Do they care about your safety and provide a clear and concise Vehicle Maintenance Evaluation? Do they see to all your vehicle service needs? At D & D Automotive Services, we do! If it takes valuable time, why do we do it? Because we care about you and your vehicle. We prefer to find problems before they get serious and cause you a real problem. We invest the extra time for your peace-of-mind and ours. When you compare our competitively priced Lube, Oil & Filter Service with the others, you'll discover there is no comparison.

Engine Oil and Filter

Oil is the lubricant that keeps your engine running. Inspect your oil level regularly. Do not rely on your "Oil Light" to come on before adding oil. The light indicates a dangerously low level. For a full engine life, maintain optimal oil levels. On most vehicles, you should change your oil every three months or 3,000 miles. Your Owner's Manual indicates the precise intervals for your vehicle and the type of oil to be used.

Automatic Transmission Fluid Service

Automatic Transmission Fluid is a vital Transmission component (like oil is to your engine). It should be inspected at each oil change and serviced periodically (every three years/30,000 miles on most vehicles) to insure proper performance and life span. A leak or low fluid level can affect performance and damage your Transmission. If you notice a leak or a fluid spot under your vehicle, please bring it in for our expert diagnosis. See also Transmission.

Brake Fluid Service

Brake Fluid is the critical hydraulic component that makes your brakes work. It transfers the force used to stop your vehicle. Over time, Brake Fluid becomes contaminated and needs to be replaced. Contaminated fluid can cause brake components to fail to operate properly and parts to wear prematurely. See also Brake System.

Coolant Service

Coolant/antifreeze helps cool your engine to protect it from damage caused by excessive heat. We recommend testing your coolant before winter and getting a Coolant Flush every three years/30,000 miles. See also Cooling System.

Drive Axle Fluid Service

Our Drive Axle Fluid Service replaces the fluids that lubricate your differential and drive axle (the axle that delivers power to your wheels). It is important to change the fluid to prevent damage and premature failure. Check your Owner's Manual for service intervals or ask us the next time you are in.



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FLUID MAINTENANCE cont.

Power Steering Fluid Service

As time passes, your Power Steering Fluid gets contaminated with foreign debris. These contaminants cause premature wear in your Power Steering System. To prevent damage, it is important to replace your Power Steering Fluid. We recommend flushing the system every three years/30,000 miles. See also Power Steering System.

Transfer Case Fluid Service

If you have a 4-wheel drive, it is important to change the Transfer Case Fluid to prevent damage. See Transfer Case in Power Delivery System. Check your Owner's Manual for service intervals for ask us the next time you are in.

ENGINE

Engine

Your Engine provides power to your automobile by combusting fuel and oxygen in a controlled environment. This energy drives your vehicle. If your Engine doesn't feel as smooth or provide the power it used to, bring it in for our expert diagnosis.

Belts

Belts transfer power from the engine to various vehicle systems (Cooling, A/C, Power Steering, etc.). Belts should be inspected regularly. Worn, brittle or frayed Belts can cause your vehicle to breakdown or fail to operate properly.

Engine Air Filter

Your Engine Air Filter removes particles like dust from the air before it is combusted with gasoline in the engine. If particles get into the engine, they can do serious damage. As your Air Filter removes airborne particles, it fills with dust and dirt. These particles restrict the flow of air to the engine, reducing efficiency and fuel economy. It is important to replace the filter regularly. On most models, we inspect your Air Filter during our Lube, Oil & Filter Service to determine when it needs to be replaced. We inspect the Air Filter on all models during our Comprehensive Vehicle Evaluation.

Timing Belt Service

Your Timing Belt keeps critical components in your engine synchronized. A worn Timing Belt can break causing your vehicle to breakdown and may cause severe engine damage. Timing Belt replacement intervals vary (usually 60,000 to 90,000 miles). Check your Owner's Manual for your specific model or ask us.



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POWER DELIVERY SYSTEM

Transmission

Your Transmission regulates the transfer of power from the engine to the wheels. It controls the shifting from one gear to another, allowing you to travel in a wide range of speeds. Regular service prolongs the life of your Transmission. If you experience rough, delayed shifting or your vehicle seems to slip out of gear, bring it in and we will diagnose your problem. See also Automatic Transmission Fluid.

CV Joints & Boots

Front wheel drive cars and most 4-wheel drive vehicles have CV (Constant Velocity) Joints. These joints deliver power from the front axle to the wheels while allowing the wheels to turn. They are protected by flexible covers called boots. These boots help keep dirt and contaminants out while keeping lubricant in place. Over time, boots get damaged and wear out. They should be inspected regularly and replaced when necessary to avoid costly damage. If you hear a clicking sound while turning, don't hesitate to bring it in.

Transfer Case

The Transfer Case is found on most 4-wheel drive vehicles. It gives you the ability to change from 2-wheel drive to 4-wheel drive. See Fluid Services for service recommendations.

U-Joints

U-Joints or "universal" joints are found in many 4-wheel drive and older rear wheel drive vehicles. This joint transfers power from the drive shaft to the driving axle (and the wheels on some models). U-Joints may require periodic service.

EXHAUST & EMISSION SYSTEMS

Emission System

Your Emission System reduces the amount of pollutants emitted from your vehicle. Our state requires annual testing to insure emissions are within proscribed levels. If your vehicle does not pass this test, we will find the fault and solve your problem. Also, oxygen sensors should be replaced periodically. Check your Owner's Manual or ask us about your specific model.

Exhaust System

Your Exhaust System removes burnt fuel and waste gases from your engine, muffles exhaust noises and expels the exhaust a safe distance from the passenger compartment. A leak in the system can be dangerous. If you suspect a leak or can smell exhaust in the cabin of your vehicle, bring it in right away!



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STEERING & SUSPENSION

Steering & Suspension

Your Steering and Suspension System is made up of many components designed to keep you in control of your vehicle. Predictable handling helps keep you and your family safe. Some components may require lubrication during our Lube, Oil & Filter Service. If you notice your handling is not as stable or comfortable as it once was, bring it in for an evaluation.

Alignment

You should have your Alignment checked annually. Hitting potholes, curbs and other hard bumps can knock your wheels out of Alignment (pointing tires in slightly different directions). This causes tires to wear unevenly, shortening the life of your tires and voiding the tire warranty. It can also affect handling, stability, fuel economy and may increase driver fatigue and discomfort.

Tires

Tire condition can have a large impact on your safety. Check your Tires regularly. Inspect for uneven wear, bulges, damage and foreign objects (like nails). Damaged Tires can fail at any time, putting your family in danger. If you suspect damage, bring your vehicle in and our experts will inspect it for you. Maintain the recommended tire pressure listed on the side of your tire. Low tire pressure can cause excessive wear, low gas mileage and even tire failure. You can increase the life of your Tires by rotating and balancing them twice a year.

AIR CONDITIONING SYSTEM

Air Conditioning System

Your Air Conditioning System regulates the air temperature inside your vehicle (warm in the winter and cool in the summer). Usually a comfort issue, a poorly performing A/C System can also be a safety issue: if your system does not remove moisture or defrost the windshield efficiently, reduced visibility puts you at risk.

Cabin Air Filter

Your Air Conditioning System filters air before it enters into the cabin. For proper air quality, you should replace the filter and clean the system every twelve months/15,000 miles. If you drive regularly in areas with higher levels of dust and airborne particles, replace it more often. If you notice a musty smell coming from your vents or the air flow does not feel as strong as it used to, bring it and we will inspect the system.



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ELECTRICAL SYSTEM

Battery & Cables

Your Battery stores the electricity needed to start the vehicle and operate accessories (radio, alarm, power windows and locks, etc.) while the engine is not running. Battery problems are one of the most common reasons why a vehicle won't start. The Battery is your vehicle's most overworked component. It usually performs for three to five years. To help avoid the inconvenience of Battery failure, have it tested once a year as part of our Comprehensive Vehicle Evaluation. Your Battery should also be cleaned and serviced annually; dirt, corrosion or loose cable connections can cause your vehicle to fail to start or operate properly.

Charging System

Your Charging System generates electricity and charges your Battery. Electrical components, like your alternator, have a shorter life than other systems. Testing shows when an alternator's output capacity is reduced. It is good to replace it before it fails, leaving you without the ability to start your vehicle.

Check Engine & Warning Lights

As you turn the key in the ignition, all your warning lights should come on briefly. If a light stays on after your vehicle has started or turns on while driving, bring your vehicle in so we can diagnose the problem. Continued driving may result in additional damage, higher repair costs and excessive pollution. If your Check Engine Light blinks, that indicates a serious problem, requiring immediate attention! To avoid further damage, we suggest you have the vehicle towed. If you need a tow or are unsure about what to do, our phone number is on your oil change sticker.

Lights

Your exterior Lights are an important safety feature. Check them regularly and replace bulbs as soon as they go out. Also, check the fuses; a burnt-out fuse can cause Lights to fail to operate. Headlamps should be cleaned regularly and inspected for cracks and damage. Headlamp aim should be checked once a year and adjusted if necessary.

COOLING SYSTEM

Your Cooling System protects your engine from excessive heat. We inspect your cooling system as part of our Comprehensive Vehicle Evaluation. For service recommendations, see Fluid Maintenance. We inspect your Hoses at every Lube, Oil & Filter Service. Worn or damaged Hoses can burst, causing a break down and possible engine damage. To avoid this, Hoses should be replaced every 5-7 years due to rubber deterioration and contamination from ozone.



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BRAKE SYSTEM

A properly maintained Brake System is vitally important for your safety. We perform a visual brake inspection with every service because we care about you and your safety. In our part of the country, it is important to clean, lube and inspect your brakes once a year. Dirt and rust cause brake pads to stick and fail to operate properly. Yearly cleaning and lubrication extend the life of your brakes and improve their performance. If you notice grinding, vibrations or your vehicle pulls to one side when you step on your brakes, bring it in for a free inspection.

FUEL SYSTEM

Your Fuel System filters gasoline and transports fuel from the fuel tank to the engine. As deposits build-up, your vehicle's performance suffers. Your fuel filter should be replaced and your fuel injection system should be cleaned every three years/30,000 miles or as directed in your Owner's Manual.

EXTERIOR MAINTENANCE

Once a month, we recommend you check your lights, horn, body and glass for damage. Also, check the windshield washer fluid level and tire pressure. It only takes a few minutes and helps you avoid unwelcome surprises later on. To make it easy to remember, do it in conjunction with another activity like washing your vehicle.

Cleaning & Polishing

We recommend you wash your vehicle regularly. Ice control products used on the roads can cause damage to your vehicle's body. To minimize this risk, clean with automotive cleaning products (dishwashing soap can damage vehicle's finish). To protect your paint, wax or polish your vehicle twice a year using a quality automotive product.

Windshield Wiper Blades & Fluid

Good visibility is important to your safety. Inspect and clean Wiper Blades regularly. Wiper Blades generally perform for six to twelve months. Replace them any time cleaning does not improve their performance. They are not expensive and it is far safer than driving with your vision obstructed. Likewise, it is important to keep your Windshield Washer Fluid reservoir full. Check it regularly and use only Windshield Washer Fluid.