



18 Point Customer Experience

Every Vehicle - Every Customer

1. Check and advise on current oil condition
2. Drain and refill oil
3. Replace oil filter
4. Check tires for wear & recommended pressure
5. Check brake fluid (advise if attention needed)
6. Check and top off power steering fluid
7. Check and top off washer fluid
8. Check/clean/protect battery terminals
9. Check and top off coolant
10. Check air filter
11. Check wiper blades
12. Clean/vacuum engine bay
13. Inspect and advise on belts and hoses
14. Inspect and advise on transmission fluid*
15. Inspect and advise on differential fluids*
16. Inspect and advise on transaxle fluid*
17. Lubricate chassis*
18. Show Customer Dipstick

*if equipped/applicable