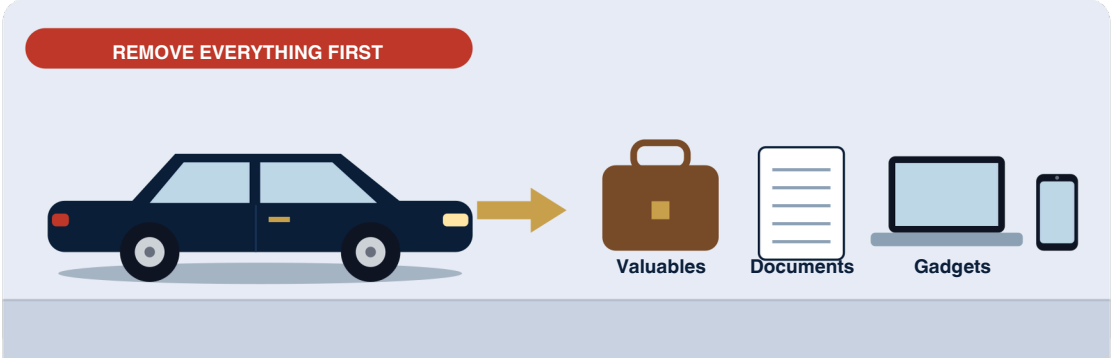
3 Remove Your Valuables

Protect what matters most



Take Everything Personal With You

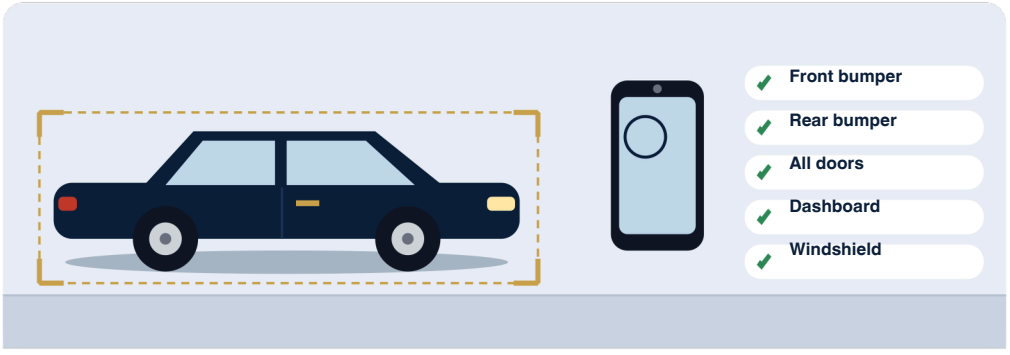
Before you give the car to the service centre, take out all valuables, important documents and gadgets. It is wise to be careful, because we cannot trust everyone.

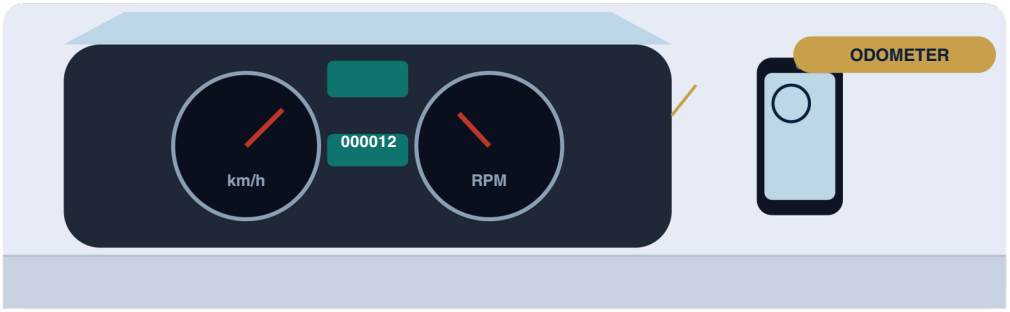
Check these places

- Wallets, jewelleryand cash
- Original documents: registration certificate and insurance papers
- Laptops, tablets, phones, chargers and other gadgets
- Glove box, centre console, seat pockets and boot

4 Photograph Your Car

Your proof of condition





Take Clear Interior and Exterior Photos

Before giving the car for service, take clear photographs of the interior and exterior on your mobile phone. Cover the front and rear bumpers, all doors, the dashboard and the windshield glass.

Do not forget the dashboard

Include thedashboard, showingthe odometer reading and any warning lights, so the condition and distance are on record.

If a scratch appears at the centre

Small accidents or scratches can happen while a car is driven inside the service centre. With your dated photographs, you can show the advisor that the area was free of scratches and dents before the service.

Your phone stores the date and time of each photo automatically. This is valuable evidence.

CAR OWNER'S GUIDE

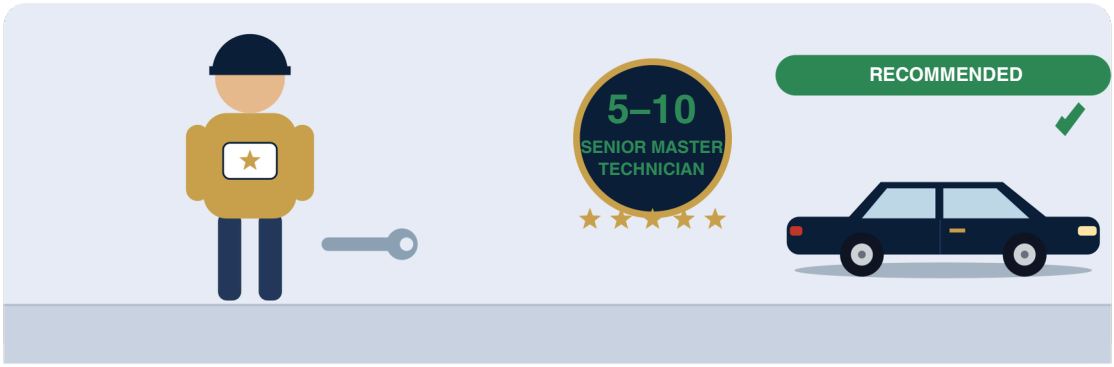
The Smart Guide to Car Servicing

Congratulations on your new car. Keep these seven points in mind every time you hand your car over for service.



1 Choose a Senior Technician

Quality starts with experience



Request an Experienced Senior Master Technician.

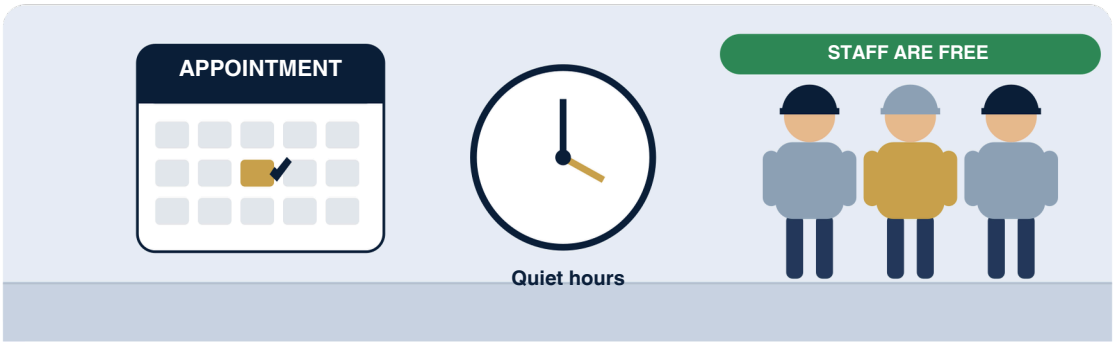
Whenever you go to the service centre, ask the service advisor to assign your car to an experienced senior technician. For the best service, always prioritise a technician with 5 to 10 years of experience, so that your vehicle stays in safe hands. Never accept a fresher, to guarantee the best quality.

What to say to the advisor

- "Please assign my car to a senior master technician."
- Confirm the technician's name when you hand over the keys.
- Remind the advisor politely if the job card shows a different technician.

2 Book the Right Appointment

Timing affects quality



Schedule When Staff Are Free

Book your appointment at a time when the company staff are free. When the workshop is not rushed, your car receives proper attention and a thorough, correct service.

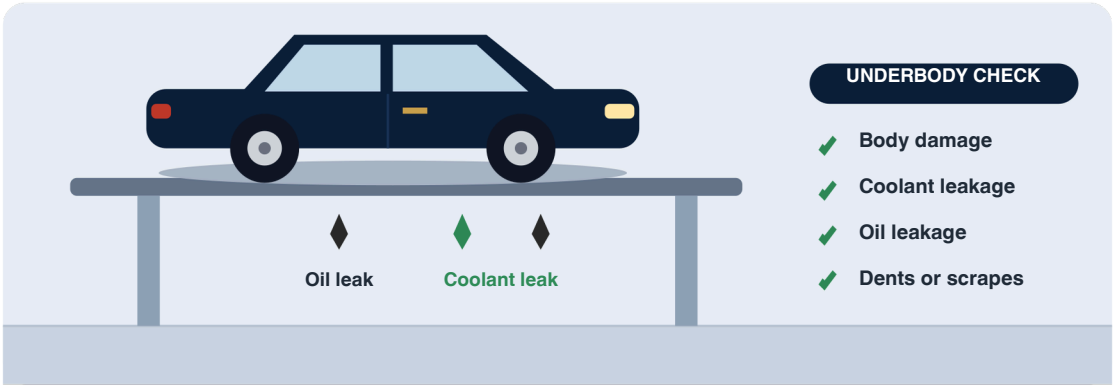
Why timing matters

Quiet hours give technicians the time to work carefully. Please give the technician ample time to work on the vehicle to ensure quality service.

calm workshop means fewer mistakes and a better finish.

5 Request a Careful Inspection

Avoidhiddensurprises



Ask for an Underbody and Damage Check

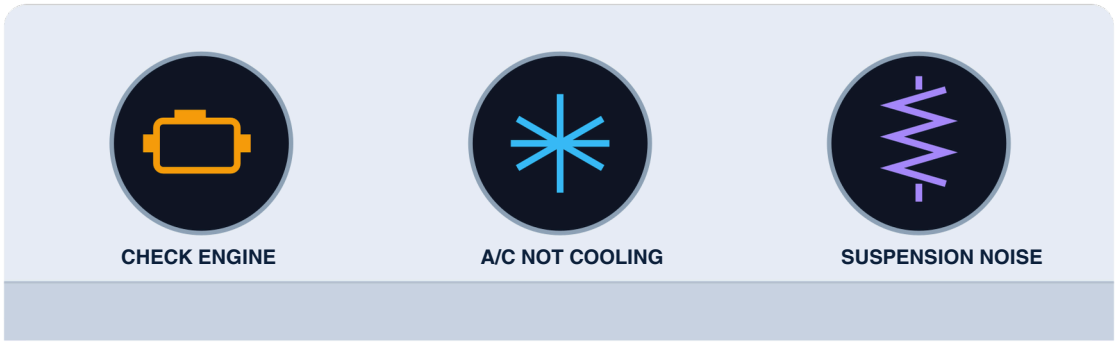
I own a car and this kind of incident has already happened to me, a car sometimes gets involved in a

minor accident at the Local workshop, is repaired quietly and is returned to you, and you never know that the accident happened. Share your concerns with the advisor so that every job is done responsibly and well.

Please ask the technician to

- Liftthe carand checktheunderbody for damage
- Look for coolant leakage
- Look for oil leakage
- Report any repair or damage before delivery

6 Tell the advisor clearly Report Warning Signs



Concerns to raise

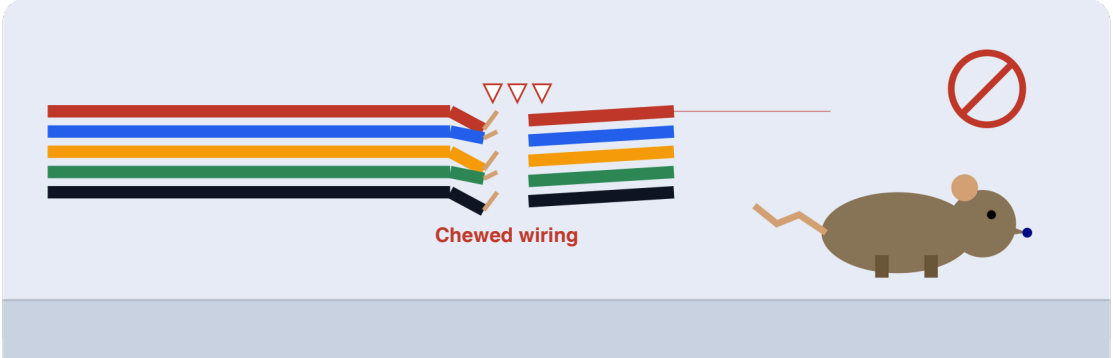
- **Check engine light** appearing in the instrument cluster, even if it comes and goes.
- **Air conditioning** not cooling or not working at times.
- **Suspension noise** over bumps, potholes or while turning.

Mention Every Concern Strictly

Even during a free service, do not hesitate to report any concern. Tell the advisor firmly and make sure each point is written on the job card.

7 Rodent Damage Inspection

A hidden risk in stored cars



Ask the Technician to Check the Wiring

Beforeyou buy a car, it maybe storedin a warehouse for a long time. During this period, rodents can enter the vehicle. Tell the technician to inspect the entire vehicle carefully, paying special attention to whether the wires have been chewed by rodents.

Where to look

- Engine bay wiring and harnesses
- Under the dashboard and behind the glove box
- Boot area and underbody wiring
- Air filter box and cabin vents

Service Day Checklist

☐ Askedfor aseniortechnician(5 to 10years)	☐ Booked when staff are free
☐ Removed valuables, documents, gadgets	☐ Photographed bumpers, doors, windshield
☐ Photographed dashboard and odometer	☐ Asked for underbody and leak check
☐ Reported A/C, suspension, engine light	☐ Requested rodent wiring inspection

FINAL WORD Your car deserves expert hands, clear records and honest communication. Follow these steps at every car service visit and drive away with confidence.