

BA AUTO
CARE

Looking Out for You and Your Car

A photograph of a dark-colored SUV in a garage. A mechanic wearing a blue shirt and khaki pants is crouching down, working on the front wheel area. The car's headlights are on, and the license plate area has a white box with the text 'www.FitzMail.com'. The word 'Services' is overlaid in large white letters across the center of the image.

Services

**Get the Reliability, Safety and
Performance You Expect from Your Car.**

Partner with BA Auto Care.

TABLE OF CONTENTS

Who is BA Auto Care?	2
Why Choose BA Auto Care	3
We Cover a Full Spectrum of Automotive Service and Repairs	5
How Long We Will Need Your Vehicle.	7
What to Expect When You Bring Your Car in for Service or Repairs	8
Preventive Maintenance	9
Predictive Maintenance	10
Mileage Service	11
Hybrid Mileage Service	12
Buying a New or Used Vehicle	13
The Check Engine Light, Computer Diagnostics & the Tire Pressure Monitoring System	14
Automotive Air Conditioning Service	15
Protecting the Environment	16
Makes & Models Serviced, Hours & Location	17

// Best service I've ever had getting my car repaired! //



WHO IS BA AUTO CARE?

For four decades, our family owned, independent business has provided Columbia, Maryland and the surrounding region with the best in automobile maintenance and repairs. We couple this with award winning customer service that has resulted in thousands of happy, satisfied customers.

Our Goal

Our goal is to keep delivering top ranked performance with a focus on maximizing:

- safety
- reliability
- performance
- vehicle service life
- and resale value

Additionally, we're committed to:

- ensuring all our customers receive a pleasant auto service experience
- staying on top of all the latest technological advances
- operating in the most environmentally friendly way possible

Are You New to BA Auto Care?

We recommend that all our new customers complete a [New Customer Information Form](#) and have an initial evaluation service on their vehicle. Once we have completed this, we can recommend any service/repair requirements on a future time line, enabling you to budget for upcoming expenses while maintaining your vehicle in pristine condition.

WHY CHOOSE BA AUTO CARE?

We have been voted best auto repair facility in Howard County for over 25 years. Here are some reasons why:



We Guarantee Our Work

- 3 year / 36,000 mile warranty on all our quality repairs

We Make Auto Service as Convenient as Possible

- Make appointments online
- No annual fee roadside assistance plan from AC Delco reimburses customers serviced at BA Auto Care in the past 12 months for covered roadside assistance services up to \$75 *(Some restrictions apply. Click here for details)**
- Convenient payment plans with the Bosch credit card -- no interest for 60 days *(click here for details)**
- Knowledgeable, easy-to-talk to professional office staff and service advisers
- Clean, comfortable waiting area
- FREE Courtesy Shuttle
- FREE WiFi
- FREE Coffee & Tea
- Children's Seating Area
- Tabletop work area
- After hours emergency advice line: 800-283-9739
- 18 service bays and plenty of parking
- Convenient 24-hour drop-off

Independent Awards Validate Our Integrity

- Voted “Best Automotive Customer Service” in Maryland, Delaware and Washington, D.C. from over 1900 auto facilities. [Washington Metropolitan Area Dealers Association]
- Voted Maryland Best Small Business of the Year
- Owner, Brian England, voted “Maryland Small Business Person of the Year” by the U.S. Small Business Administration
- Angie’s List Super Service Award [2010 through 2014 and 2016].
- Healthy Howard Bronze Award recognizing our commitment to improving employee health and wellness [2009 through 2012]



Industry Recognized Qualifications & Certifications

- Certified MD Emission Repair Facility
- Certified Maryland Inspection Station
- ASE Certified Technicians
- Bosch Certified Shop
- Member Automotive Service Association



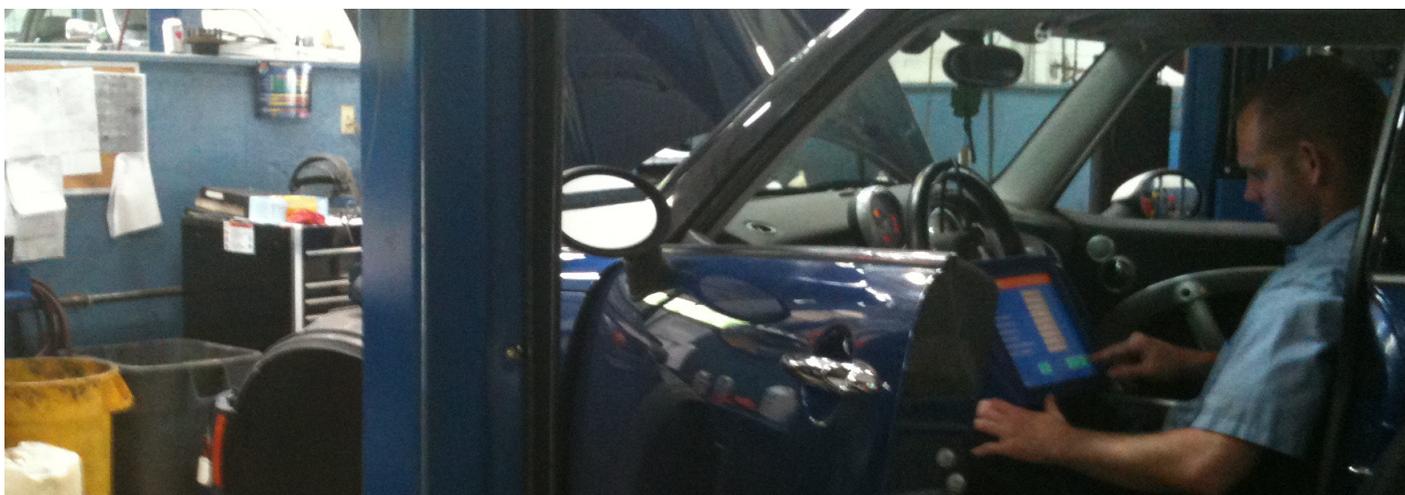
WE COVER A FULL SPECTRUM OF AUTOMOTIVE SERVICES AND REPAIRS

Here in Howard County, there are dozens of places that you can choose to have your car repaired. We believe that in order to truly maximize the service life of your vehicle, it's best to have all your repairs performed under one roof. That's why we cover a full spectrum of automotive service and repairs. You won't have to go one place for tires, another place for oil changes, and some place else for engine work -- we'll cover it all, right here at BA Auto Care.

Our Services Include:

- Gasoline and diesel vehicle services
- Electric vehicle services
- Hybrid vehicle services





Our Services (continued):

- Air Conditioning & Heating Service and Repairs
- Battery Services
- Brake Service and Repair
- Check Engine Light Diagnosis
- Clutch Services
- Computer Diagnostics
- Electrical System Services
- Emission & Exhaust System Services
- Engine Repairs and Replacement
- FREE computer scans
- FREE diagnostic drive with a service technician
- Fuel Injection Services
- Manufacturer's recommended services that meet or exceed manufacturers' requirements (e.g. 7,500 mile service, 15,000 mile service, etc.)
- Maryland Vehicle Safety Inspection
- Maryland Emissions Repairs (VEIP)
- Oil Change Service
- Radiator & Engine Cooling System Services
- Steering and Suspension
- Timing Belt Replacement
- Tire Service & Replacement
- Transmission Service and Repair
- Used Vehicle Evaluations
- Wheel Balancing & 4-Wheel Alignments

HOW LONG WE WILL NEED YOUR VEHICLE

While-You-Wait Services

- **3,750 mile oil change service** - This service can be scheduled for an exact time and is completed within 30 to 45 minutes, depending on the make and model of your vehicle.
- **5,000 and 7,500 Mile Service** - These services can be scheduled for an exact time and take 45 minutes to an hour.
- **Small Jobs** - This includes things like bulb replacement and other small jobs. They are normally completed in 30 to 45 minutes.

Same Day Services

- **Factory Preventive Maintenance Services:** 15K, 30K, 60K, 90K, and 120K mile services
- **Brake Repair**
- **Check Engine Light Diagnosis**
- **Tires** - Same day and possibly while you wait.

Emergencies

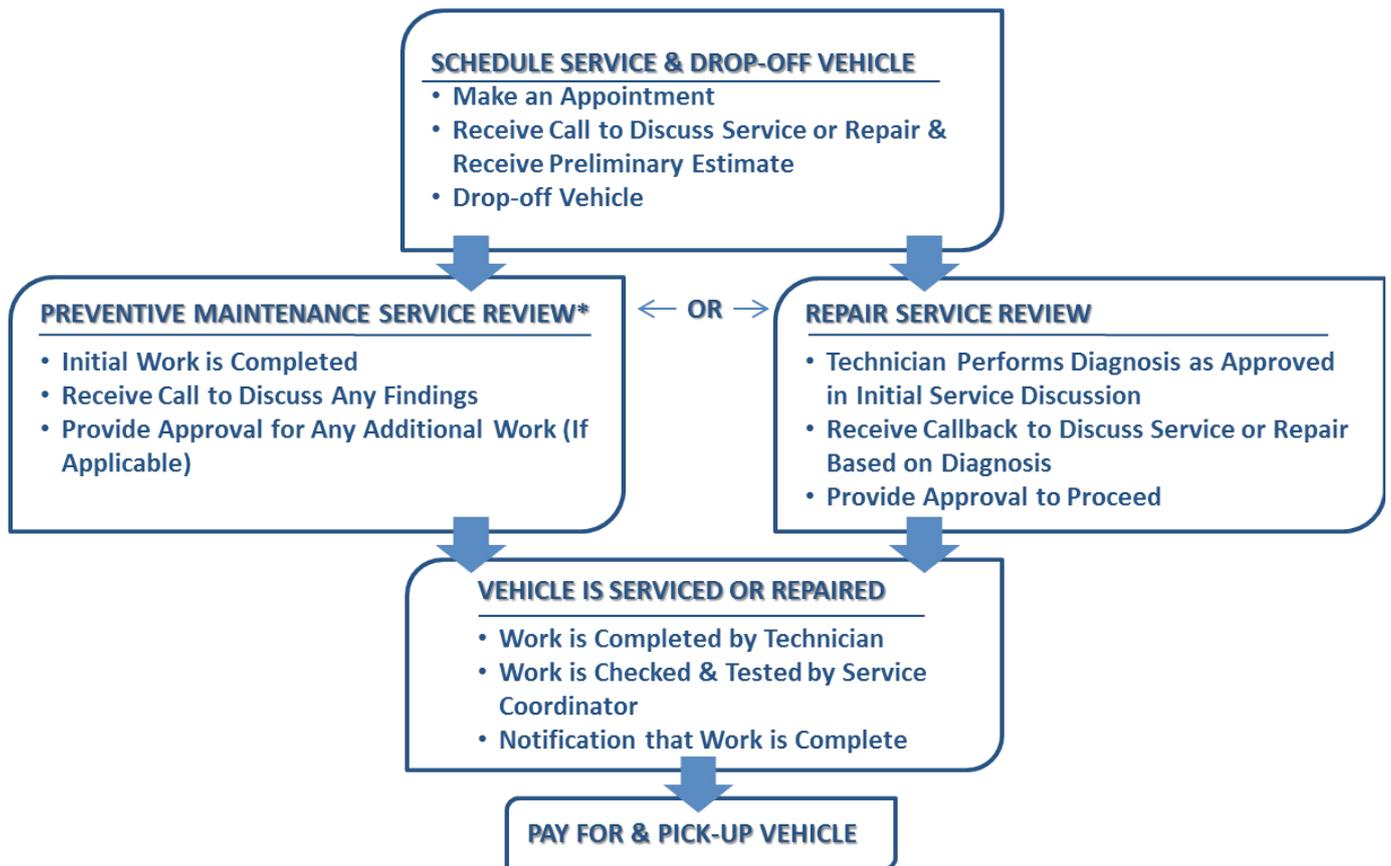
We will check out your vehicle as soon as possible. Repair time will depend on the nature of work required, parts availability and our workload. *Our recommendation for avoiding emergency problems is to follow a rigid policy of preventive maintenance.*

Intermittent Problems

Intermittent problems can be the most frustrating problems for everyone. To help us fix your problem it is important that you supply as much information as possible. To help you with this we have diagnostic questionnaires available on our website that you can download and complete in order to help facilitate the repair of your vehicle.

WHAT TO EXPECT WHEN YOU BRING YOUR CAR IN FOR SERVICE OR REPAIRS

The chart below outlines the steps you'll encounter when you schedule an appointment for an auto service or preventive maintenance service.



*MD Safety Inspections follow this process also

PREVENTIVE MAINTENANCE

At BA Auto Care we have always promoted preventive maintenance as the most efficient and cost effective form of vehicle maintenance.

Service Schedule

Your vehicle's service schedule depends on how many miles you drive each year and the make and model of your vehicle. The factory recommended service intervals for some maintenance items will vary based on make and model. These items include: changing plugs, valve adjustments, clutch adjustments, wheel alignment, transmission fluid changes, emission service, brake fluid change, timing belt and cooling system flush.

Most manufacturers recommend vehicle service intervals of 7,500 miles or 6 months, whichever comes first. Importantly, we always meet or exceed manufacturer's recommended services to protect your vehicle's warranty.

Oil Changes

We now offer extended oil changes. With today's modern vehicles and synthetic oils it is possible to extend your oil change period from every 3,000 miles to every 7,500 miles or even 15,000 or 25,000 miles.

Depending upon your individual driving habits and vehicle use, we will recommend the best oil change plan for you. Extending your oil change frequency helps the environment because it results in less oil and fewer plastic oil containers to recycle. Plus, you'll save you time and money!

Some vehicles that are used under extreme conditions and high performance or turbo charged engines may require oil changes with synthetic oil every 3,750 miles.

Self Maintenance Service Tips

Your car is probably the second most expensive purchase you will make. It is very important to perform regular maintenance to extend its life and to keep you safe on the highway. There are also some simple self maintenance tips you can perform to ensure the best life and performance for your vehicle. This includes checking:

- all lights
- wipers
- the horn
- emergency brake operation
- the spare tire inflation pressure
- the condition of your tires on a regular basis
- for fluid leaks on the ground when you park
- the engine oil level

PREDICTIVE MAINTENANCE

At BA Auto Care we have always promoted preventive maintenance as the most efficient and cost effective form of vehicle maintenance. Today, with modern technologies we are now able to perform predictive maintenance.

Predictive maintenance allows us to look at your vehicle and see, in advance, what parts could fail. Examples include:

Lab Testing Oils and Anti-Freeze

The development and promotion of long-lasting engine and transmission oils and long-life anti-freeze led to the development of testing methods to evaluate these fluids. These tests monitor the condition of these extended life fluids to ensure they are protecting the engine transmission and cooling system effectively. We take fluid samples and send them to a laboratory. The laboratory report provides insight and helps in predicting problems. For example, if the oil shows a high concentration of anti-freeze, then we know the head gasket is starting to fail. The head gasket could be months or even years away from producing symptoms that would prompt a repair, but this advance information can help customers decide on how much money to invest in the vehicle.

Predictive Codes

When a customer comes to us for a larger preventive maintenance service we check the on board computer system for "Predictive Codes". These codes give us clues into electronic systems that may fail in the future. Certain patterns of codes and the information downloaded from that system could help us predict a mechanical system about to fail.

Predictive Test

We can test a vehicle's fuel pump by looking at the amount of energy the pump is using. If we see a ramping up of this energy on our oscilloscope then we know there is a problem with the fuel pump or the related filters.

Predictive Heat Testing

By testing the temperature of catalytic converters we can determine how well they are working. The increased use of "thermal Imaging technology" has resulted in increased efficiency when checking these heat related systems.

Predictive Battery Testing

With our battery testing systems we can carefully monitor resistance. This gives us information on when a battery is starting to fail.

MILEAGE SERVICES

Our services follow manufacturer's recommendations and preserve your vehicle's warranty.

3,750 Mile Service

- Road test and report on any noises or handling problems
- Change oil and filter
- Check lights, wipers and washers. Clean air intake vents.
- Check drive shafts and axles
- Check condition of all fluids
- Top up all fluid levels
- Lubricate all grease fittings
- Check underside of car, tires, exhaust, steering and suspension
- Check and adjust tire pressures & inspect condition of tires
- Check condition of all front pads and record
- Check and report any oil leaks
- Check belts and hoses. Record anti-freeze condition and protection
- Check battery and leads, test and print results
- Reset service reminder and tire pressure monitor
- Final road test.

5,000 Mile Service

- All items in the 3750 mile service plus...
- Check steering handling & brakes
- Check A/C and heating system
- Check ball joints, control arms and tie rods
- Check engine and transmission performance
- Check spare tire condition and pressure
- Check clutch and transmission performance
- Check lines and hoses related to fuel and steering

7,500 Mile Service

- All items in the 3750 and 5,000 mile services plus...
- Check brake master cylinder, fluid, lines and hoses
- Check brake calipers, pads, drums and shoes
- Adjust rear brake drums if needed

15,000 Mile Service

- All items in the 3750, 5K, and 7.5K mile services plus...
- Lubricate trunk hood hinges, door hinges and catches
- Check battery, starting system and charging system
- Check ignition system, coils, wires, protective boots, etc.
- Scan computer, check history related to check engine light & record codes
- Check vacuum hoses, connections and related modules
- Check intake and manifolds for leaks and noises
- Check cooling system performance & condition of radiator and water pump
- Check condition of fuel injection system, lines, hoses and regulator
- Check service schedules for any special services needed
- Check air filter and replace if needed
- Check throttle body, add engine cleaner to gas tank
- Clean and service battery connections
- Inspect and change cabin filter if needed
- Install PCV valve and check system for correct operation
- Clean and service battery connections
- Install cabin filter(s)
- For diesels, the fuel filter is replaced every 15,000 miles

30,000 Mile Service

- All items in the 3750, 5K, 7.5K, and 15K mile services, plus...
- Install fuel filter and spark plugs if needed
- Check for service updates and recalls

HYBRID MILEAGE SERVICES

5,000 Mile Service

- Road test & report on any noises or handling problems
- Check condition of oil & change oil and filter if needed
- Top up fluids and report on their condition
- Check underside of car for road damage. Check condition of aerodynamic shields & report. Check cable guides, clips & protectors
- Check & adjust tire pressure. Inspect condition of tires
- Check exhaust
- Check steering
- Check suspension
- Check CV boots
- Check front brake pads, check rear brake pads if applicable, record thickness. Check brake components (lines, hoses, calipers and rest of hydraulics)
- Check lights, wipers and washers
- Check belts and hoses
- Check air and cabin filters
- Check 12-volt battery and leads
- Final road test

15,000 Mile Service

- All items in the 5,000 mile service plus...
- Check thickness of rear brake shoes and record thickness
- Check radiator, condenser and intercooler. Recommend service if needed
- Check fuel lines, connectors, fuel tank band, fuel tank vapor system and cap gasket
- Scan computer. Check for predictive codes related to hybrid battery and existing codes related to emission system

30,000 Mile Service

- All items in the 5,000 & 15,000 mile service plus...
- Check transmission fluid condition and recommend service if needed
- Check condition of rear differential on 4WD vehicles
- Remove spark plugs and check condition. Apply anti-seize to threads if plugs are still serviceable
- Check for special services that might be needed related to the make and type of hybrid
- Check for service updates and recalls

BUYING A NEW OR USED VEHICLE

Buying a New Vehicle

We are pleased to give you advice before you buy a new vehicle. We service hundreds of vehicles every month and quickly learn the good and bad points of different makes and models. After discussing your requirements, your likes and dislikes, we will be able to advise you of your better choices.

Buying a Used Vehicle - The Pre-Purchase Inspection

When purchasing a used vehicle you need to be cautious. We suggest you make a short list of makes and models you like. Then talk to us and we can advise you regarding any less reliable or expensive to maintain models. After you have selected the model you would like to own, test drive a number of cars for comparison.

We recommend that you test drive only vehicles that have passed the Maryland Vehicle Safety Inspection. But, it's important to know that passing this Maryland Inspection only means that the vehicle is safe to drive. It does not guarantee that it will not need expensive repairs or maintenance.

We offer a special vehicle inspection service that thoroughly checks out a vehicle and gives you a detailed report so you will be able to buy in confidence.

The pre-purchase inspection includes a road test as well as a check of or for the following:

- Vibrations
- Oil burning
- Transmission and clutch operation
- Steering
- Drive Train
- All controls including wipers/washers, dash lights heater and A/C
- Tires for wear and tread
- Body for rust
- Drive Line
- Engine
- Brakes
- Suspension

Once the test is complete, we will give you our honest opinion of the vehicle so that you can make an informed decision.

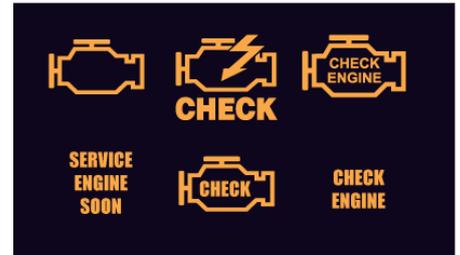
“ [BA Auto Care] provided us with a detailed list of items that needed to be repaired prior to our purchasing a used vehicle, saving us time and money. ”

THE CHECK ENGINE LIGHT, COMPUTER DIAGNOSTICS & THE TIRE PRESSURE MONITORING SYSEM

As cars become more complex, diagnosis becomes more complex. In the late 1980's cars had only one computer. Today's vehicles have many. At BA Auto Care we keep up-to-date with all the new advances by providing training, using support lines, computers, software, and the very best equipment available.

Where is My "Check Engine Light"?

The check engine light is located on the instrument panel on your dashboard and usually appears as one of the symbols to the right.



What is OBD II and What Does it Mean for You?

On-Board Diagnostics - Generation II (OBD II) is a complex computer package installed on all cars & light trucks manufactured after 1996.

This system provides an early warning of potentially high emissions and is designed to predict both engine tailpipe and evaporative (fuel system) emissions.

Your check engine light will come on whenever the OBD II computer finds a fault that could cause your emissions to exceed standards. The check engine light is the visual indicator for hundreds of different problems, so if your light comes on, do not assume it is for the same problem you may have experienced before. If your check engine light comes on and there are no drive-ability problems, you can probably continue without causing any damage. If your engine is not running smoothly, you should seek assistance immediately. In either case, call us and we can tell you what is best in your specific circumstance. **Importantly, if the light is flashing, you should stop driving as soon as possible or expensive damage may result.**

Repairing OBD II

Our first procedure is to connect a computer to your vehicle so that we can scan your vehicle's computer for codes that will tell us where the fault may be. We can also download information that indicates what was happening when the light came on, vehicle speed, engine temperature, position of gas pedal, etc.

Next, we interpret the information collected and diagnose what made the light come on. Once this is done, we can estimate the repair costs.

Finally, the system is repaired and the vehicle's computer is reset. During the next few weeks the car can not be taken for an emissions test as the computer needs to reestablish a baseline by monitoring and checking the vehicle's system.

The Tire Pressure Monitoring System (TPMS)

In 2002 the government passed regulations that made it mandatory for all vehicles to be equipped with a TPMS. The TPMS mointors the air pressure in all five tires including the spare. The sensors continually monitor if tire pressure is low, and a dashboard warning light will appear if there is an issue. If the light does come on you should stop as soon as it is safe to do so to ensure that a tire is not flat.

Each year in the USA there are over 800 tire related deaths and 33,000 accidents caused by faulty or badly inflated tires. the TPMS is a positive step toward improved tire safety & reliability.

AUTOMOTIVE AIR CONDITIONING SERVICE

There are two areas that can cause your air conditioning to become weak or stop working:

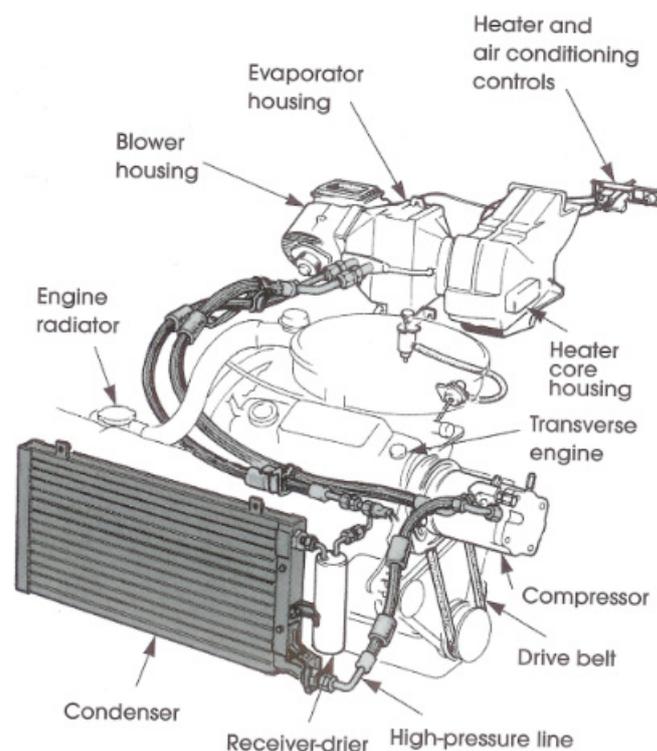
- the control system, sensors, switches and vacuum lines
- the refrigerant system

Diagnosing the control system can take 1 to 2 hours, after which an estimate for the repairs can be given.

The refrigerant system will be checked as follows:

1. Road test and check vent temperature
2. Visual check of hoses for leaks and check that the condenser is free of obstructions
3. Check condenser fan and A/C compressor
4. Connect recovery machine and check readings
5. Evacuate, recycle and clean/dry refrigerant; top up to correct level with refrigerant
6. Electronic check for leaks

Over the past few decades, vehicle refrigerants have been upgraded to make them more environmentally friendly. We are fully equipped to work on all air conditioning systems -- new and old.



PROTECTING THE ENVIRONMENT

Our Vision

During the past 40 years there have been many changes in the auto repair business - technologically and environmentally. At BA Auto Care we have always run our business in the most green manner possible. In fact our efforts have been recognized by the EPA with an Energy Star Award for the environmentally friendly design features of our current building.

On a daily basis we recycle, reduce our solid and toxic waste and use energy saving procedures whenever possible. One of the projects we initiated was to improve our warehouse lighting by installing solar tubes and a smart lighting system that adjusts wattage depending on the daylight level and motion detection. Our goal is to be energy neutral, and with the installation of 185 solar panels in 2015, we have come very close to achieving that

Additionally, we have converted 100% of our landscape back to a more natural setting by planting native plants, eliminating the need for mowing.

Our website highlights several energy saving initiatives and tips. We encourage our customers and suppliers to share our goals and vision, and we try to keep customers informed on energy saving methods like ways of saving gas, adapting your driving style and habits, and buying Hybrid or electric cars.



MAKES & MODELS SERVICED

We service the following makes and models:

- Acura
- Audi
- BMW
- Buick
- Cadillac
- Chevrolet
- Chrysler
- Dodge
- Fiat
- Ford
- Geo
- GMC
- Honda
- Hummer
- Hybrids
- Hyundai
- Infiniti
- Isuzu
- Jaguar
- Jeep / Eagle
- Kia
- Land Rover
- Lexus
- Mazda
- Mercedes
- Mercury
- Mini
- Mitsubishi
- Nissan
- Plymouth
- Pontiac
- Saab
- Saturn
- Scion
- Smart
- Subaru
- Suzuki
- Tesla
- Toyota
- Volkswagen
- Volvo

BA Auto Care

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Hours: Monday - Friday 7:30AM to 6:00PM

www.baautocare.com

