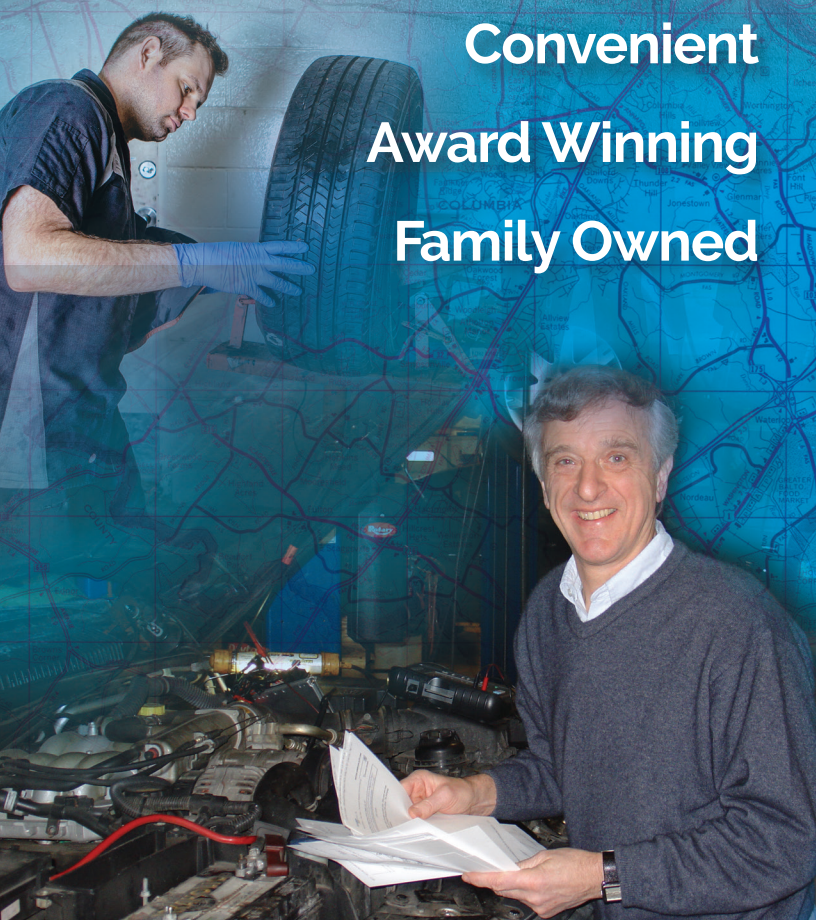


# BA AUTO CARE

Looking Out for You and Your Car



Local  
Convenient  
Award Winning  
Family Owned







*Brian England, President and his daughter, Sandi Weaver, General Manager*

Brian England and his family have made auto repair and service a pleasant experience for over 40 years with the highest standard of customer service and the industries best technicians.

**3 year/  
36,000 mile  
warranty**



“ From reception through driver to mechanic — all are courteous, professional, and answer all of my questions. ”

## Award Winning Service



# BA AUTO CARE

## Looking Out for You and Your Car

During the past 40 years there have been many technological and environmental changes in the auto repair business. At BA Auto Care we are proud to always remain at the cutting edge of new technology services and remain environmentally aware.

We have always operated BA Auto Care in the most environmentally friendly manner. In 1999 our efforts were recognized by the EPA with an Energy Star Award for the environmentally friendly design and features of our current building.

In 2016 we installed Solar Panels and our facility was converted to 100% solar energy!

At “GreenFest” 2018 we received an award, as the winner of the Howard County 2018 Business Recycling and Waste Reduction Award.

Recently we purchased an all-electric Chevy Bolt to use as a courtesy shuttle vehicle. We recharge the Bolt using our solar power!

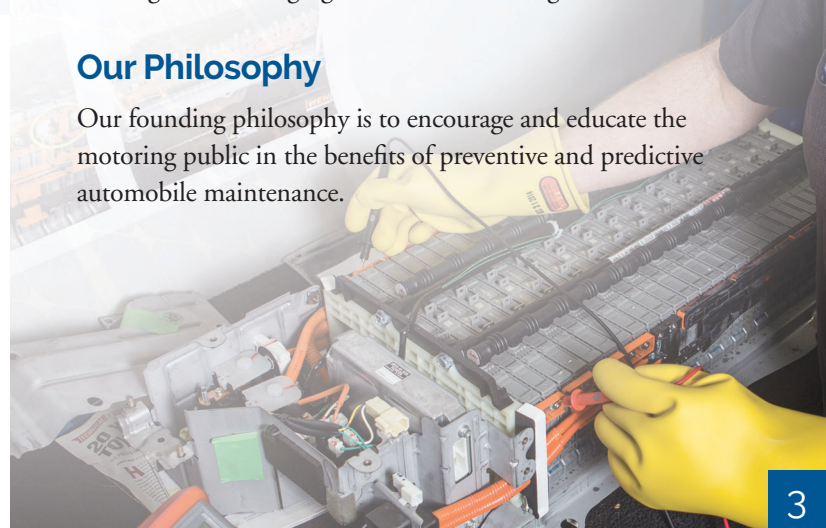
On a daily basis we recycle and use energy saving procedures. Our customers are kept informed of many energy saving methods, including ways of saving gas, adapting your driving style and habits and advise on buying a Hybrid Car or Electric vehicle.

## Our Mission Statement

At BA Auto Care we strive to grow a sustainable business by providing the best, honest automotive service in order to extend the life of our customers' vehicles while maintaining a safe, positive work environment which embraces forward thinking and training in the emerging innovative technologies.

## Our Philosophy

Our founding philosophy is to encourage and educate the motoring public in the benefits of preventive and predictive automobile maintenance.



# Voted Best Auto Repair Facility in Howard County for Over 25 Years

## Here are some reasons why:

- 3-year/36,000 mile warranty on all our quality repairs
- Voted "Best Customer Service" in Maryland, Delaware and Washington D.C.
- 6 months same as cash\* free towing and lock-out insurance.
- Free Courtesy Shuttle\*
- ACDC Qualified Hybrid Service Center
- Large, clean, comfortable waiting room with free coffee, tea, snacks and WiFi
- Make appointments on-line at [baautocare.com](http://baautocare.com)
- MD emission repair & State Inspection Station
- ASE and factory trained technicians
- Received Energy Star Award from the EPA
- Received Angie's List Best Service Award

\*Some restrictions apply. Complete details by request.

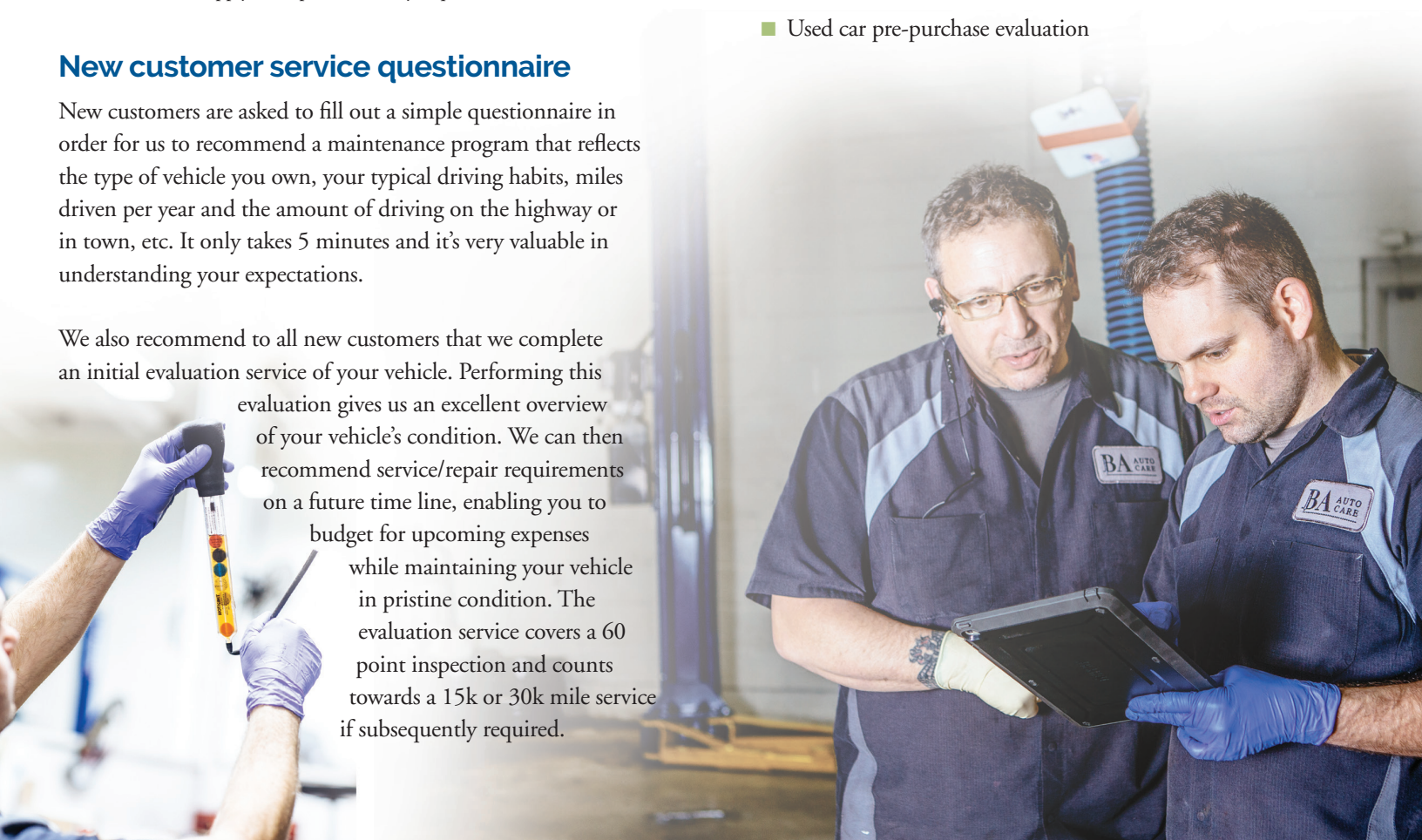
## New customer service questionnaire

New customers are asked to fill out a simple questionnaire in order for us to recommend a maintenance program that reflects the type of vehicle you own, your typical driving habits, miles driven per year and the amount of driving on the highway or in town, etc. It only takes 5 minutes and it's very valuable in understanding your expectations.

We also recommend to all new customers that we complete an initial evaluation service of your vehicle. Performing this evaluation gives us an excellent overview of your vehicle's condition. We can then recommend service/repair requirements on a future time line, enabling you to budget for upcoming expenses while maintaining your vehicle in pristine condition. The evaluation service covers a 60 point inspection and counts towards a 15k or 30k mile service if subsequently required.

## Some of the Services We Offer

- Manufacturers recommended services
- Hybrid & electric vehicle services
- Diesel service and repair
- "CHECK ENGINE" light and vehicle computer system diagnosis
- Maryland State Inspection (safety)
- Maryland emissions repair (VEIP)
- Automatic & manual transmission & clutch repair, service & replacement
- Engine repairs and replacement
- Air conditioning service and repairs
- Timing belt, fuel injection, radiator services
- Tires, wheel balancing & 4-wheel Alignments
- Battery, starter & charging system service, diagnostics & repair
- Used car pre-purchase evaluation





# How Long We Will Need Your Vehicle

## While You Wait Services

### ■ 5,000 mile Hybrid service

### ■ 5,000-mile Oil Change/service

This service can be scheduled for an exact time and is completed within 45 - 60 minutes, depending on make and model of vehicle.

### ■ Minor Lube and 7,500 mile service

This service can be scheduled for an exact time and is completed in 60 - 75 minutes.

### ■ Small Jobs

Replacement of bulbs and other small jobs can be completed while you wait.

## Same-Day Services

■ **Factory Preventative Maintenance Services:** 15k, 30k, 60k, 90k, 120k mile services, brake repair and other pre-planned maintenance work.

■ **Tires:** Same day and possibly while you wait.

■ **Check Engine Light:** Some check engine light repairs can be completed the same day.

## Other Service Times

- **Diagnostic work:** Service time for electrical and drive-ability problems depend on the complexity of the problem and the availability of parts. Some problems can be fixed the same day but, you should plan to leave the vehicle for two days.
- **Engine Work:** Repair times vary depending on the specific nature of the repair. For example a head gasket repair that requires machining the cylinder head, will take between three and five days depending on the work load of the machine shop.
- **Transmission and Engine Replacement:** Depending upon the make and model of vehicle and availability of the transmission, from one to five days.
- **Intermittent Problems:** These can be the most frustrating for everyone and take a lot of time to determine and fix. To help us correct your problem it is important that you supply as much information as possible. To aid you with this we have various diagnostic questionnaires which can be downloaded from our website, [baautocare.com](http://baautocare.com).

## 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 work load. To avoid emergency situations we recommend you follow a routine of preventative maintenance.

**We maintain 24 hour emergency number: 800-283-9739**

When you call the emergency number you will reach an operator who will take down your situation and then contact one of our staff. Depending upon your emergency, we will return your call immediately or by the next day.



30,000 Mile Service

15,000 Mile Service

7,500 Mile Service

5,000 Mile Service

# BA AUTO CARE

## MAINTENANCE SERVICES

Your service schedule depends on how many miles you drive each year. It also depends upon your make and model of vehicle and factory recommended service intervals for changing spark plugs, transmission fluid changes, brake fluid changes etc. We always follow your manufacturer's recommendations.

Road test and report on any noises/handling problems

Change oil and filter

Check lights, wipers & 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 & suspension

Check & adjust tire pressures, inspect condition of tires

Check thickness of all front pads and record

Check and report on any oil leaks

Check belts & hoses. Record anti-freeze condition and protection

Check battery and leads, test and print results

Check steering, handling and brake performance

Check air conditioning 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

Reset service reminder and tire pressure monitor

Check brake master cylinder, fluid, lines & hoses

Check brake calipers, pads, drums and shoes.

Adjust rear brake drums, if needed.

Lubricate trunk and hood hinges, door hinges and catches

Check battery, starting and charging system

Check ignition system, coils, wires, protective boots etc

Scan computer, check history related to check engine light and record codes

Check vacuum hoses, connections and related modules

Check for intake and manifolds for leaks and noises

Check cooling system performance and 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

Check PCV system for correct operation

Clean and service battery connections

Inspect and change cabin filter if needed

Install fuel filter and spark plugs, if needed

Check for service updates and recalls

All services receive a final road test.

Updated March 2019

# Hybrid Car Maintenance Schedule

30,000 miles	Road test and report on any noises or handling problems.
15,000 miles	Check condition of oil. Change oil and filter if needed.
5,000 miles	Top up fluid levels and report on their condition.
	Check underside of car for road damage, check condition of aerodynamic shields and report. Check cable guides clips and protectors.
	Check and adjust tire pressure. Inspection 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.
	Check thickness of rear brake shoes and record thickness.
	Check radiator, condenser and intercooler. Recommend service if needed.
	Check throttle body and air filter. Add 44k intake cleaner.
	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.
	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.
	All services receive a final road test.

# Electric Car Maintenance Schedule

2 to 5 years	Check tires for damage, wear or punctures.
15,000 miles or 12 months	Rotate tires and check pressures.
7500 miles or 6 months	Check coolant level and system for signs of leaks.
	Check wipers for wear and top up washers.
	Inspect brake system.
	Visual inspection of steering and suspension.
	Check restraint system.
	Check accelerator pedal for damage, high effort or binding.
	Check lights.
	Check charge door seal and contacts for cleanliness.
	Check cabin air intake and vacuum clean if needed.
	Change coolant.
	Alignment scan.
	Check 12 volt battery.
	Check electric drive unit for leaks.
	Scan computer system and report.
	Check for software updates.
	Lubricate body components.
	Change coolant.
	Electric drive unit fluid check.
	Brake fluid change.
	All services receive a final road test.

Service items may vary depending upon manufacture's recommendations.



## 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

When buying 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 so we can steer you away from any less reliable or expensive to maintain models. After you have selected the model you would like to own, test drive a number for comparison.

We recommend that you test drive only Maryland inspected vehicles. But passing the Maryland Inspection only means the vehicle is safe to drive, it does not guarantee that it will not need expensive repairs or maintenance in the near future!

We offer a special 59 point used vehicle inspection service which includes a full vehicle computer scan, comprehensive road test and safety check and we provide you with a complete checklist print out. Helping you to buy in confidence.

“BA consistently provides friendly, professional and courteous service.”

## Air Conditioning

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

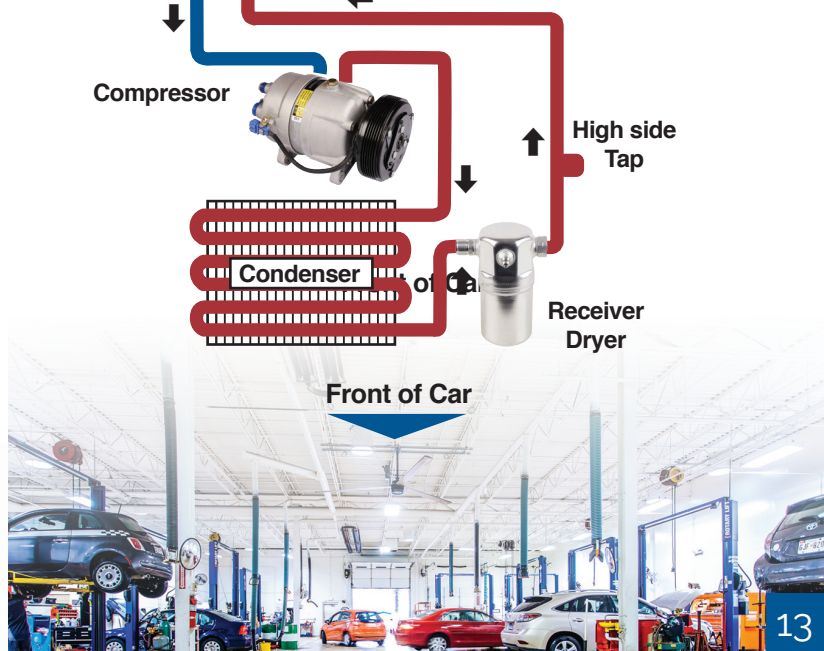
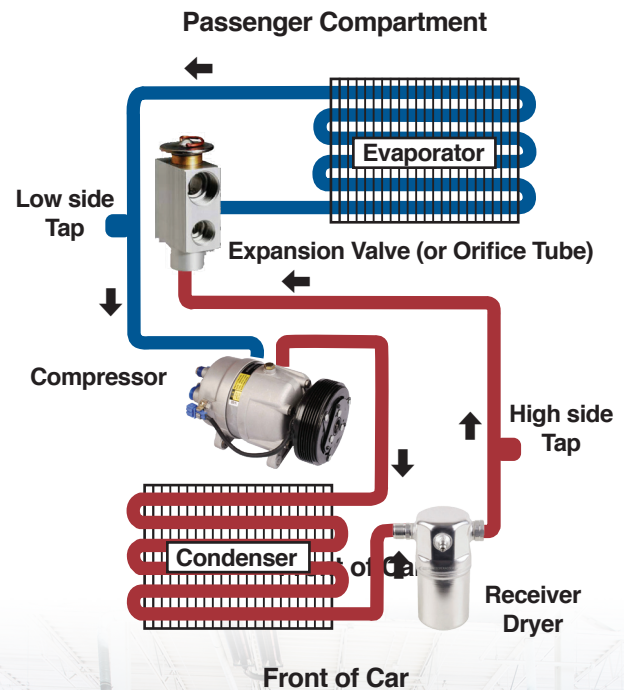
- the control system, sensors, switches and vacuum lines
- the refrigerant system

Diagnosing the control system can take 1–2 hours, after which an estimate for the repairs can be given. The A/C refrigerant is a gas and finding a leak can be difficult. To help find a leak we add a dye into the system. Sometimes we can find the leak immediately, but usually you have to drive the vehicle until the A/C becomes weak again, then you bring the vehicle back for us to recheck. This can take a few days or months!

The refrigerant system will be checked as follows:

- A. Road test, check vent temperature
- B. Visual check of hoses for leaks and check that the condenser is free of obstructions.
- C. Check condenser fan and A/C compressor
- D. Connect recovery machine and check readings
- E. Evacuate, recycle and clean/dry refrigerant; top up to correct level with refrigerant.
- F. Electronic check for leaks

During the past few years vehicle refrigerants have been upgraded to make them more environmentally friendly.





## Computer Controls & Diagnostics

As vehicles become more complex, diagnosis becomes more complex. In the late 1980's vehicles only had 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.

### Check Engine Light (OBD II)



### Where is my "check engine light"?

The Check Engine Light is located in the instrument cluster on your dashboard and usually appears as one of the above.

### Repairing OBD II

Our first procedure is to connect a computer to your vehicle to scan your vehicle's computer for error codes that show us the fault(s). We review the data that caused the error codes to be set. We may also download information that indicates the engines performance when the check-engine light came on, vehicle speed, engine temperature, position of gas pedal, etc.

Next is to 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 reset. During the next couple of weeks the vehicle must not be taken for an emissions test. The computer needs to reestablish a base line by monitoring and checking the vehicle's system.

Sometimes many error codes are in the system, in this case we clear the system and see which codes come back first, repair these then retest.

**“I have been with BA for over 30 years because they have always been competent, honest, professional and friendly.”**

## Diagnostics

If you have a specific problem, perhaps a noise or vibration, we ask you to complete the appropriate diagnostic form. This helps us to understand, in more detail, the nature of your vehicle's problem thereby speeding repairs and reducing costs. Our diagnostic forms can be down loaded from our website [baautocare.com](http://baautocare.com).

Choose the form which applies to the problem you are experiencing:

- Automatic Transmission Diagnostic Questionnaire
- Noise, Vibration or Harshness Diagnostic Questionnaire
- Heating and Cooling System Diagnostic Questionnaire
- Drivability Diagnostic Questionnaire
- Electrical System Diagnostic Questionnaire
- Cooling / Overheating Diagnostic Questionnaire

### Diagnostic procedure:

1. When you arrive our service writer reviews your diagnostic form, and/or helps you fill out a diagnostic form.
2. The technician confirms the problem and begins with some basic checks.
3. He/she then checks for any service updates or recalls related to the symptoms with the manufacturer.

This is where a layperson may think that, the manufacturer tells us what to repair; that is not the case. Yes, it's true there are "pattern failures." Things can go wrong because of a faulty batch of parts, these faults are set as recalls and/or service updates.

4. Once the diagnostic technician is sure there are not any quick fixes he reviews the system being worked on and starts a logical step by step diagnostic procedure.

At this stage he might also call a technical support hotline and go over the process he is using, he might share data, the support hot line may link with the technician and work together to diagnose the problem in the most efficient way.

5. Once the problem has been diagnosed the technician reports his findings to the service writer.
6. The service writer produces an estimate and calls the customer. Sometimes we find a defective part and we have to replace it to continue the diagnosis. This could be the only problem or the first step in the diagnosis.
7. Once the problem is repaired the technician reassembles and tests the vehicle, and saves the data in his computer.
8. The service writer finishes documenting the repair.
9. After the paperwork is finished the vehicle has a final test drive and is ready for you to collect!



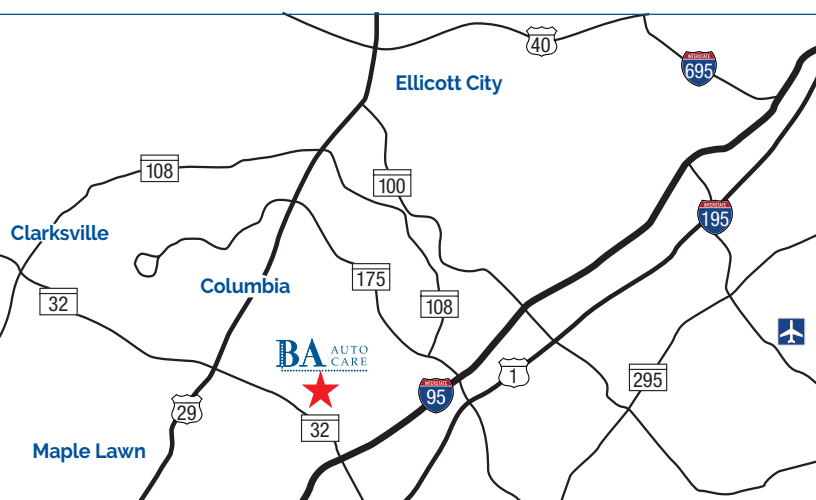


## Cars We Service

Acura | Audi | BMW | Buick | Cadillac | Chevrolet  
Chrysler | Dodge | Fiat | Ford | GMC | Honda  
Hyundai | iNfiniti | Isuzu | Jaguar | Jeep | KIA  
Land Rover | Lexus | Mazda | Mercedes | Mini Cooper  
Mitsubishi | Nissan | Pontiac | Porsche | Plymouth | Saab  
Saturn | Scion | Smart Car | Subaru | Suzuki | Tesla  
Toyota | Volkswagen | Volvo

**And All Hybrid Vehicles and Electric Cars**

**“ Best customer service in the area . ”**



**Open Monday – Friday**

**7:30 am to 6:00 pm**

**410-381-2700 | 301-596-2240**

**9577 Berger Road, Columbia, MD 21046**

**[care@baautocare.com](mailto:care@baautocare.com) | [www.baautocare.com](http://www.baautocare.com)**

**24 hour emergency telephone number:**

**1-800-283-9739**