

INFORMATION BULLETIN



**AUTOMOTIVE
MAINTENANCE
REPAIR
ASSOCIATION**

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VEHICLE MAINTENANCE SERVICES

Recommendations for vehicle maintenance services are reaching greater levels of complexity

As vehicles become more and more reliable, motorists are keeping their cars longer and driving them further. And, as the average age of North America's vehicle population increases, so expands the vast range of vehicle technologies on the road. If the average vehicle age is over 12 years old, rest assured that there are millions of cars on the road nearly two decades old, and millions of virtually brand-new vehicles in operation as well.

Around twenty years ago, OBD-II vehicles were just hitting the road. Ten years ago, only three car companies offered a total of five different hybrid models, accounting for less than one half of one percent of sales. Moreover, fewer than 30% of vehicles purchased came with four-cylinder engines. Today, half of new vehicles purchased have just four cylinders - *or less!*

As modern technologies such as electric power steering, active-suspensions, direct fuel injection, alternative fuels and regenerative braking become commonplace on mainstream vehicles, a universal approach to time/mileage maintenance intervals becomes obsolete. And, as many vehicle service intervals are now "indicator" based, maintenance intervals have become virtually "vehicle specific".

It was also around twenty years ago that the Automotive Maintenance and Repair Association (AMRA) developed its Motorist Assurance Program (MAP). As part of that program, MAP developed its Uniform Inspection and Communication Standards (UICS) in efforts to help strengthen the relationship between the motorist and the repair industry. The UICS provided a concise tool to help shops properly inspect a vehicle system and then communicate the findings back to the consumer. As vehicles became more reliable (*requiring fewer repairs and more maintenance*); MAP then began addressing preventative maintenance services within its UICS.

Because of the wide range of vehicle ages and technologies on the road today, along with the rapid pace of advancing technologies within automotive systems, components and fluids - AMRA/MAP believes it is now more appropriate to list non-OEM time/mileage maintenance services and intervals outside the context of the MAP UICS, and with additional supporting information.

AMRA/MAP understands that concise maintenance recommendations may not apply to all vehicles and the various technologies found on the road today. Maintenance intervals perfectly suited to older vehicles may not be applicable to vehicles that are only a few years old - or to any vehicles that employ certain advanced technologies.

Maintenance time/mileage recommendations are now complex decisions based upon vehicle type, standard and optional system technologies, a proliferation of fluid types, varying driving conditions and various consumer choices for vehicle leasing and length of vehicle ownership.

Any non-OEM, time/mileage maintenance services addressed by AMRA/MAP will now be communicated outside the MAP UICS - typically through information bulletins, white papers or position papers. This change is designed to help consumers and shops better understand the complexities and realities of performing maintenance services across a wide range of vehicle technologies - and to further strengthen the relationship between the motorist and the repair industry.



**MOTORIST
ASSURANCE
PROGRAM**

STANDARDS FOR AUTOMOTIVE REPAIR

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*The Motorist Assurance Program is a consumer outreach
program of the Automobile Maintenance & Repair Association*