

June 2021

DOING BUSINESS WITH AUTOWERKS

CONTACT

EMERGENCIES: 24/7 “on the road” help. During business hours, call 910-295-5888, x 122 if you need immediate assistance or drive straight here if you are able. After hours, call our main number, 910-295-5888, and you will find instructions on how to contact someone. See towing information below.

IN PERSON: Please call ahead if you need to speak with someone about your vehicle. It is so helpful if we know you are coming so that we can be sure to have someone standing by. Of course, if you are experiencing an emergency with your vehicle then do not hesitate to come to the shop immediately and drop off your car.

PHONES: We are not always able to answer phone calls. Please leave a detailed message and we will return your call as quickly as possible. It will be helpful if you can tell us the best time to return your call and/or whether we can reach you by text or email.

EMAIL: Preferred

For appts or other service related issues: service@autowerksnc.com

For admin/office questions or concerns: office@autowerksnc.com

THE REST OF THE STORY

DROP OFF: Please use our drop box when leaving your car. We ask that you drop your car off the day/night before your appointment if possible but no later than 7:30 am on the day of your appointment. Remember to check your fuel gauge on the way here and **make sure that your low fuel light is out!**

PROOF OF OWNERSHIP: We require that you leave the registration with the vehicle. For approval of the work to be done, we use phone recordings and/or an email from the owner.

PAYMENT: We have a remote pay option which we prefer. We can also take your card information by phone. We do accept checks and cash.

PICK UP: If you have paid in advance and are picking up during business hours, we will leave your paperwork and keys in your vehicle. If picking up after hours, we have a lock box for your key.

TOW IN: You do not need to come here with the vehicle. Please do call us and let us know that the car is headed our way. If you don't speak with someone directly, please leave a message with information about how to reach you. Alert your tow driver to fill out a drop off envelop when he leaves the car here.

ROUTINE SERVICE: We use an A/B system. The A service is a vehicle check over and usually an oil/filter change by a Technician. The B service is an expanded A service and includes wheel removal, brake measurements, tire rotation if needed, body lube and seal treatments. Additional parts such as a cabin filter may also be needed. Fluid services for brakes, coolant and transmission are coordinated with the A or B service. We recommend that your vehicle be serviced once or twice a year depending on how the car is driven. Please call several days in advance to schedule service.

NC SAFETY INSPECTIONS: This can be done during the 90 days prior to your registration's expiration. We try to sync this with your routine service so that you will not have to make an extra appointment.