

## FAQ about Brookside's Auto Center

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Q: How much are oil changes?

A: Oil changes are \$20 each + tax.

Q: How do I make an appointment?

A: You'll need to visit the Care Center atrium (during regular hours) and walk in to make your appointment for your oil change or diagnostic appointment. Be sure to bring your pink registration slip with you. No, we're sorry. You cannot book car appointments online.

Q: What are the hours I can come and make an auto appointment?

A: Mondays: 10:00am - 12:00pm

Wednesdays: 6:00pm - 8:00pm

Saturdays: 10:00am - 12:00pm

Q: When is the Auto Center open?

A: When you come in to make an appointment, our Guest Services people will help find an open slot for you. Our Auto Center is open on the 1st and 3rd Saturdays of every month.

Q: What does a diagnostic appointment tell me?

A: We'll take a look at what's wrong with your car and try to narrow down the problem for you.

Q: How do the repairs work?

A: After your diagnostic appointment, we'll give you a copy of your work order that will outline what we think needs to be done to fix your car. If we can fix it\*, you can give us the "OK" to work on giving you a quote. If it's something that can be repaired at Brookside's Auto Center, the labor will be at no cost to you because of our amazing Brookside volunteers. But you will be asked to pick up the cost of the parts. We'll research the cost of parts and then call or text you with the amount it will cost you to have it fixed at Brookside's Auto Center. Once you give us the "OK" to proceed, we'll work with you to get an appointment made and we'll order the right parts you'll need. When you come in for the repairs, we'll require that you pay the amount quoted to you before we begin work on the car.

Recap of Repair Process:

- 1) Diagnostic Appointment
- 2) Work order given to explain what's wrong.
- 3) You give us to OK to research cost.
- 4) We contact you with the amount of cost.
- 5) You give us the OK to proceed.
- 6) We book an appointment for you.
- 7) We order the parts.
- 8) You come in for your scheduled appointment.
- 9) You pay for the parts before we begin the work.

Q: What kind of repairs will you do?

A: Here's a list of the things we can do:

- Oil and oil filter change
- Windshield wiper blades
- Battery replacement
- Air Filters
- Brake repair (inc. disc pads, shoes, rotors, drums, calipers)
- Shocks and pre-loaded struts
- Serpentine belts
- Scan Engine light for codes\*\*
- Headlights
- Tail and brake lights
- Fluid top offs
- Estimate evaluations
- Valve Cover Gaskets\*\*
- Spark plug/ ignition coils\*\*
- External water pumps
- Sensor replacement\*\*
- Fuse Replacement
- Hoses\*\*

\*\* Dependent on actual diagnostics and work required.

Q: What kind of things are you not able to do?

A: Here's a list of the things we cannot do:

- Body repair
- Timing belts
- Transmission repair or flushes
- Exhaust repair
- Internal water pumps
- Internal fuel tank / fuel pumps
- Major engine repair
- Frame repair
- Welding
- Electrical problems
- Cooling, fuel or HVAC system
- Tire Repair
- Any repairs that take longer than three hours.

Q: My car isn't running. Do you have a tow service?

A: No, we don't have a tow service and don't work on cars that aren't running.

Q: Can you help with tires?

A: We'll ensure you have the proper air pressure in your tires and alert you when you are getting to a dangerous point on your tire tread. We can rotate tires to maximize tread wear. We can also refer you to a trusted tire business in our area. No, we don't have the equipment to mount tires or balance them.

Q: Can you help with Check Engine lights or Sensor faults?

A: We don't have computerized equipment to positively identify any check engine lights or sensor faults. We'll take a look at it and give you an idea of what we think is the problem. We'll refer you to some trusted auto shops in our areas that can help you determine more definitely what the problem is.

Q: I know how much the repairs will cost, but I can't afford it. Do you help with that?

A: Our Benevolence Fund is set up for regular Brookside attenders. We can send you to some trusted auto shops in the area that we know will work with you on payment.

Q: What about payment?

A: We ask that you pay for your oil change and the parts needed for your repair before we actually start the work. When you come in for your appointment, we'll get you checked in, take payment, then pull your car into the garage for work. We take cash and cards, but do not take personal checks.

Your question didn't get answered here?  
Please contact us and we'll reach out to get you some answers:

Our office phone: 402-894-1484

Our email: [office@brookside.net](mailto:office@brookside.net)

