Preventive Maintenance
Questions and Answers

Q: **What is Preventive Maintenance?**
A: Preventive Maintenance is a comprehensive maintenance program of scheduled service requirements designed specifically for the customer, type of vehicle, and application.

Q: **What is the objective of Preventive Maintenance (PM)?**
A: Preventive Maintenance is intended to maximize uptime and minimize downtime. PM can eliminate unscheduled stops by keeping equipment in optimal operating condition and optimizing component life cycle.

Q: **Why should you consider Preventive Maintenance on a new vehicle?**
A: Purchasers of a new vehicle expect a reduction in maintenance cost but, that does not mean that a new vehicle requires less Preventive Maintenance. For example, look at how successful fleets maintain their vehicles. When fleets buy new equipment they place the units on the same maintenance program as their older equipment. Why? Because they have proven, through experience and detailed tracking, that, in order to achieve the lowest possible operating cost and maximum uptime, they need to perform Preventive Maintenance from day one.

Q: **What is “Break Down Maintenance”?**
A: Just as it states, you fix it when it breaks.
Q: What does an unscheduled stop cost you? What is so problematic with “Break Down Maintenance”?

A: The inadequacies of this type of maintenance are numerous. First, consider the monetary cost and the cost of not servicing your customer efficiently. Breakdowns always seem to occur in off hours and in remote unserviced locations. This means an expensive road call, tow bill, and more down time compared to a scheduled shop visit. Secondly, just as Preventive Maintenance controls the life cycle cost of your equipment, it also maximizes the service life of individual components. Consider, loose alternator or A/C compressor mounting, a hose rubbing, wiring harness chaffing, electrical terminals corroding, front axle running out, wheel seal leaking, and so on going unattended. Left unchecked, such problems can cause unnecessary damage and unplanned expense. Unlike PM, Break Down Maintenance does not have a schedule or a controlled budget.

Q: Why should your dealership perform the Preventive Maintenance on your vehicle?

A: There are several advantages to turning to your dealer for Preventive Maintenance. No one is more qualified to inspect, maintain, and repair your vehicle. Your dealer’s technicians are trained specifically for the product and are kept up to date on all aspects of service and repair as recommended by the manufacturer. The service department has the latest in diagnostic equipment and a direct link to tech support when needed. Your dealer’s service shop uses approved original equipment replacement parts that carry an OEM, no hassle, parts and labour warranty.
The dealer can perform all aspects of repair including warranty work, recalls, and service programs. This means that when your vehicle is in for a scheduled PM, all necessary service items can be performed, thus providing a one-stop shop avoiding the additional downtime of having to take your vehicle to another shop for follow-up work. You can't get this level of service from an independent shop.

**What benefits can you realize with a dealer Preventive Maintenance Program?**

- Personalized, trustworthy service
- Lowest possible operating cost
- Maximized uptime.
- Minimized unscheduled stops
- No unnecessary delays or fines at roadside inspection
- One-stop service
- Maximized warranty entitlements
- Increased competitiveness by having fleet maintenance infrastructure provided by your dealer

- Efficient scheduling
- Contracted terms
- Regulatory compliance
- Complete records/history
- Budget effectively
- Maximised residual value on your investment
- Best possible ownership experience