

CODE OF PRACTICE



2012

AirCare Certified Repair Centre Mission:

To achieve emission reductions through a comprehensive and effective repair strategy.

As an AirCare Certified Repair Centre we will:

- Perform a thorough diagnosis of each vehicle to identify the root cause(s) of the AirCare failure. Any additional defects that may be recommended for repair, but are not essential to pass the AirCare test, will not be counted towards any applicable repair cost limit.
- Provide each customer with a detailed explanation of the required repairs and their estimated cost, and obtain the customer's authorization before proceeding with the repair.
- Ensure an AirCare Certified Technician employed by our facility performs the diagnosis on-site. Repairs may be sublet to specialists or performed by non-certified technicians, but the AirCare Certified Technician is ultimately responsible for the complete repair.
- Ensure that the necessary tools and equipment to diagnose and repair emission defects are available and maintained in proper working order.
- Choose appropriate replacement parts to achieve maximum emissions benefits. We will use after-market parts if OEM parts are cost-prohibitive.
- Provide each customer with a work order or invoice that clearly describes the work performed, and any work still needed to achieve a full pass.
- Stand behind our work and resolve all customer complaints in a reasonable and timely manner.
- Display this Code of Practice, the AirCare Certified Repair Centre Procedures poster, our AirCare technicians' Certificate of Endorsement and an official AirCare Certified Repair Centre sign on the premises.
- Comply with all AirCare policies and appropriate industry rules and requirements.
- Submit repair data to RepairNet for all vehicles prior to re-inspection and provide a copy of the Repair Data Confirmation sheet to each customer.

This AirCare Certified Repair Centre Code of Practice is endorsed by:

_____ a duly authorized representative of:
(print name and title)

_____ at _____
(name of shop) (address of shop)

_____ Dave Gourley, General Manager, AirCare
(signature)