



## WOLFE PACK ADVANTAGE OIL CHANGE FOR LIFE PROGRAM



# Certified Service



# WELCOME



## TO THE WOLFE AUTOMOTIVE GROUP AND THE WOLFE PACK ADVANTAGE.

Follow our recommended service schedule at any of our locations and we will cover the cost of your oil and filter changes throughout the life of your vehicle! The Wolfe Automotive Group offers the following services and amenities:

- Online service booking
- Original GM parts and accessories
- Factory Trained Technicians
- Complimentary alignment check, battery test, diagnostic scan, and tire tread depth measurement
- Rental and/or courtesy vehicles available onsite
- Complimentary shuttle service
- Comfortable customer lounges with WiFi and TV
- Complimentary hot and cold beverages
- Indoor heated vehicle check-in area
- Wide choice of tires from Michelin, BF Goodrich, Uniroyal, Goodyear and more including our 30-day price match guarantee
- Full service collision centre at Wolfe Chevrolet Edmonton



Wolfe Calgary

768 - 101 ST SW  
Calgary, Alberta T3H 3Z5

403.265.7690

[www.WolfeCalgary.com](http://www.WolfeCalgary.com)



## Wolfe Chevrolet Edmonton

101-45-178 Street  
Edmonton, Alberta T5S 1E4

780.483.3320

[www.WolfeChevrolet.com](http://www.WolfeChevrolet.com)



## Wolfe GMC Buick Edmonton

18325 Stony Plain Road  
Edmonton, Alberta T5S 1C6

780.486.3333

[www.WolfeGMCBuick.com](http://www.WolfeGMCBuick.com)





## Wolfe Cadillac Edmonton

17820 Stony Plain Road  
Edmonton, Alberta T5S 1A4

780.482.5772

[www.WolfeCadillacEdmonton.com](http://www.WolfeCadillacEdmonton.com)



## Wolfe Cadillac Calgary

756 - 101 ST SW  
Calgary, Alberta T3H 3Z5

4587.391.7999

[www.WolfeCadillacCalgary.com](http://www.WolfeCadillacCalgary.com)



## WOLFE PACK ADVANTAGE CONDITIONS

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1. All vehicle maintenance must be performed within the Wolfe Automotive Group dealerships to qualify for our **OIL CHANGE FOR LIFE** program.
2. The Wolfe Automotive Group maintenance book must be presented at every service appointment to qualify and remain on the program.
3. Owners are responsible for all necessary maintenance costs as required under the Wolfe Automotive Group maintenance schedule less the cost of the oil and filter change (parts and labour).
4. The vehicle's oil life monitor must be at 20% or less to receive your free oil change.
5. All warranty work must be performed by one of the Wolfe Automotive Groups dealerships. Exceptions will be made for out of town emergencies only, appropriate documentation will be required.
6. We constantly monitor our competitors pricing, including those of other GM dealers in Alberta. We assure you that our pricing will be competitive.

7. This offer is transferable with the sale of your vehicle, renewable, has no cash value and is valid only within the Wolfe Automotive Group.
8. The complimentary oil change includes the cost of oil and filter and labour associated. Customers will be allowed to pay the difference for any requested upgrade to premium oil.
9. No taxis or ride share programs qualify under this program.
10. The **OIL CHANGE FOR LIFE** program applies to new or pre-owned General Motors vehicles only.
11. The Wolfe Automotive Group reserves the right to refuse any vehicle under the **OIL CHANGE FOR LIFE** program if it is determined the customer has abused the program.
12. The Wolfe Automotive Group reserves the right to cancel or modify this program without prior notice.

***Program excludes Corvette vehicles\****



## RECOMMENDED SERVICES

|                                                     | 12,000 KM | 24,000 KM | 36,000 KM | 48,000 KM | 60,000 KM | 72,000 KM | 84,000 KM | 96,000 KM | 108,000 KM | 120,000 KM | 132,000 KM | 144,000 KM |
|-----------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|
|                                                     | 1 yr      |           | 2 yr      |           | 3 yr      |           | 4 yr      |           | 5 yr       |            | 6 yr       |            |
| Change engine oil and filter – FREE on us!          | X         | X         | X         | X         | X         | X         | X         | X         | X          | X          | X          | X          |
| Multi-point vehicle health check and tire rotation  | X         | X         | X         | X         | X         | X         | X         | X         | X          | X          | X          | X          |
| Alignment – if required                             |           | X         |           | X         |           | X         |           | X         |            | X          |            | X          |
| Air induction / fuel injection service              |           |           | X         |           |           | X         |           |           | X          |            |            | X          |
| Power steering fluid exchange – if equipped         |           |           |           | X         |           |           |           | X         |            |            |            | X          |
| Brake fluid exchange                                |           |           |           | X         |           |           |           | X         |            |            |            | X          |
| Four-wheel drive or all-wheel drive service         |           |           |           |           | X         |           |           |           |            | X          |            |            |
| Transmission fluid exchange                         |           |           |           |           |           | X         |           |           |            |            |            | X          |
| Replace spark plugs                                 |           |           |           |           |           |           |           | T         |            |            | N          |            |
| Replace clutch fluid                                |           |           |           |           |           |           |           |           |            | X          |            |            |
| Flush coolant                                       |           |           |           |           |           |           |           |           |            | X          |            |            |
| Replace diesel fuel filter or based on life monitor |           |           |           | X         |           |           |           | X         |            |            |            |            |
| Replace cabin air filter or based on condition      |           |           | X         |           |           | X         |           |           | X          |            |            | X          |
| Replace engine air filter or based on condition     |           |           |           |           |           | X         |           |           |            |            |            | X          |

T = turbo engines    N = non-turbo engines

## How to book your service visit:

To book your vehicle in for service, please call the reception desk at your preferred location and ask to book your vehicle in for scheduled maintenance. We also offer online booking on each of our dealership's websites under the service tab.

We will document all required maintenance and or concerns you may be having with your vehicle and set up a check-in date and time with one of our service advisors.

## What to expect when you arrive at the dealership for service:

It is important that you arrive as close to your check-in time as possible. All of our dealerships have a heated drive-thru for you to drop your vehicle off. Drive up to one of the overhead doors and we will open them for you to drive your car right inside.

Your service advisor will go through the list of services being performed on your vehicle that day. They will also go over your contact information to be sure nothing has changed since your last visit. Your service advisor will then check your odometer, check your dash for any service warnings as well as your oil life percentage. They will then walk around your vehicle with you and check lights, lift the hood and visually inspect belts, hoses, fluids, tires and battery cables and terminals, inspect your windshield and note any body damage and offer a complimentary appraisal if necessary.

Your service advisor will finish writing up your repair order and have you sign off authorizing us to work on your vehicle that day. You will be updated throughout the day on the progress of your vehicle and estimated pick up time.



## Did you know?

You can schedule a service appointment through your myCHEVROLET, myGMC, myCADILLAC, myBUICK

# MULTI-POINT VEHICLE HEALTH CHECK

## FLUID LEVEL INSPECTION

We check the brake reservoir, windshield washer, transmission, coolant recovery reservoir, power steering and engine oil

## VISIBLE LEAK INSPECTION

We inspect your vehicle for visible leaks in the fuel system, engine, transmission, drive axle, transfer case, shocks and struts and the engine cooling system

## VISUAL AND FUNCTIONAL INSPECTIONS

Our comprehensive visual and functional examination of 20 different components includes battery, suspension, steering components, ignition control operation, accelerator pedal and safety belts.

The form is titled "Certified Service MULTI-POINT VEHICLE INSPECTION". It includes fields for Name, VIN, License #, and Date. The form is divided into several sections, each with a list of components to be inspected and a corresponding color-coded status indicator (Green for OK, Yellow for Future Attention Required, Red for Immediate Attention Required). The sections are: ENGINE OIL & FILTER, WASH FLUIDS & WINDSHIELD, FLUID LEVEL INSPECTION, BATTERY, VISIBLE LEAK INSPECTION, and VISIBLE AND FUNCTIONAL INSPECTIONS. Each section has a list of components to be inspected, with checkboxes and color-coded status indicators. The form also includes a TIRE INSPECTION section with checkboxes for tread depth, tire pressure, and tire condition. At the bottom, there is a BRAKE INSPECTION section with checkboxes for brake pads, brake lines, and brake fluid. The form is dated 2015 and includes a signature line for the technician.

## OUR 3-CODE ASSESSMENT SYSTEM

The Multi-Point Vehicle Inspection Form uses our simple, but thorough 3-Code Assessment System to document the condition of your vehicle. It's an important safety check showing areas that are operating well (green) and areas that need future attention (yellow) or immediate attention (red).

## TIRE INSPECTION

Our experts ensure your tires are properly aligned, balanced and in top shape for optimum performance.

## BRAKE INSPECTION

We check the condition of your brake system, including lines, hoses and the parking brake, as well as measurements for front and rear linings.

**A one-on-one with your vehicle, then a one-on-one with you.**



Services At  
**12,000 km** *(and every 12,000 km interval)*

- Change engine oil and replace filter – **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Replace external Allison transmission filter *(if equipped\*)*



# Dexos™ Lube, Oil and Filter (Most Vehicles)

## SERVICE INTERVAL:

Oil Life Monitor reading 20% or less (or minimum of 1 time per year, whichever comes first)

## ENGINE OIL LIFE MONITORING SYSTEM:

GM vehicles are equipped with an engine Oil Life Monitoring System.

This system interprets your vehicle's speed, engine temperature, personal driving habits and continuously monitors operating conditions – which helps determine when it's the appropriate time for an oil change

## BENEFITS

Contrary to popular belief, your Oil Life Monitor does not track engine oil level so your owner's manual recommends you periodically check your oil between oil changes to ensure it's at the optimal level. Stop into our drive-thru and we'd be happy to check your oil for you. You can also consult your owner's manual for the proper procedure to check your oil level.

## SELECTING THE CORRECT OIL FOR YOUR VEHICLE

*Today's smaller, higher performance engines require proper lubrication to maintain maximum fuel economy, wear reduction and to improve engine cleanliness. Not only is Dexos 1 Gen 2 Full Synthetic Oil affordable and specifically engineered for GM vehicles, it's backwards compatible with previous model years for your Chevrolet, GMC, Buick or Cadillac. That's why we use it as the standard oil at Certified Service.*



# Services At 24,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform alignment (*as required\**)



# Wheel Alignment

## SERVICE INTERVAL:

Alignment check annually or every 24,000Km for life of vehicle

A wheel alignment can help your tires perform properly and help them last longer. It can also improve handling and keep your vehicle from pulling in one direction or vibrating strangely on the road. It is recommended to have your wheel alignment checked annually or every 24,000 kms (whichever comes first) to prevent premature wear. If a wheel alignment is required, our factory trained technician will adjust the angles of your wheels back to GM Factory specifications.





# Services At 36,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform air induction/fuel injection service
- Replace cabin air filter (*or based on condition\**)





# Air Induction / Fuel Injection Service

## SERVICE INTERVAL:

1st service due at 36,000 kms. Subsequent services due prior to every 36,000 kms

## FEATURES:

- Cleans entire fuel system from tank to exhaust
- Cleans air intake system from throttle to plenum
- Cleans injectors, intake valves and combustion chambers

## BENEFITS

- Maintains/increases power.
- Maintains/restores that 'new-car' feeling
- Provides better fuel economy
- Prevents or eliminates rough idle, hard starting hesitation and pinging

## PROCESS

*Our Technicians clean the entire fuel system from tank to exhaust using a specialized tool. To maintain or restore fuel economy and restores that 'new-car' feeling. Vehicles need an enormous amount of air to breathe. This service cleans the 'lungs' of the engine.*



# Services At 48,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform air induction/fuel injection service
- Replace cabin air filter (*or based on condition\**)
- Brake fluid exchange
- Power steering fluid exchange
- Wheel alignment
- Replace diesel fuel filter (*or based on monitor\**)



# Brake Fluid Exchange

## SERVICE INTERVAL:

1st service due at 48,000 km. Subsequent services due prior to every 48,000 kms

## FEATURES:

- Flush out all old, worn-out, oxidized and contaminated brake fluid
- Remove moisture, condensation and air from brake system
- Install new de-moisturized heavy-duty DOT 4 high-temperature flushing brake fluid

## BENEFITS

- Reduced risk of ABS malfunctions due to oxidized, contaminated brake fluid
- Peace of mind and safety
- Increased life of master cylinder and braking system



## PROCESS

*Our Technicians clean the entire fuel system from tank to exhaust using a specialized tool. To maintain or restore fuel economy and restores that 'new-car' feeling. Vehicles need an enormous amount of air to breathe. This service cleans the 'lungs' of the engine.*

# Power Steering Fluid Exchange Service

## SERVICE INTERVAL:

1st service due at 48,000 km. Subsequent services due prior to every 48,000 kms

## FEATURES:

- Cleans gum and varnish from power steering unit
- Removes old oxidized fluid and replaces with new fluid
- Recondition seals

## BENEFITS

- Reduces wear
- Alleviates steering pump squeal
- Corrects hard, erratic steering
- Prevents fluid leaks

## PROCESS

*Our technicians will use a piece of equipment that cleans gum and varnish from the power steering unit. This corrects hard, erratic steering and reduces wear to the unit. Build up of gum and varnish is the main reason for power steering failure. Deposits of gum and varnishes act like cholesterol deposits in your body – which can shorten their life.*



# Services At 60,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform four-wheel drive or all-wheel drive service





# Four-Wheel Drive or All-Wheel Drive Service

## SERVICE INTERVAL:

1st service due at 60,000 km. Subsequent services due prior to every 60,000 kms. For vehicles equipped with all-wheel drive, four-wheel drive or rear-wheel drive

## FEATURES:

Flush out all old, worn-out lubricants from:

- Manual transmissions
- Front and rear differentials
- Trans axles
- Transfer cases

## BENEFITS:

- Smoother gear shifting
- Quieter operation
- Improved fuel efficiency
- Extended life of lubricants and components
- Improved seal performance



## PROCESS

Driveline transfers the power from the engine and transmission to the wheels. Over time, gear oils break down and become contaminated. This leads to lubrication failure, worn gears and major repair costs. Our technicians will flush out all old, worn-out and contaminated fluid and replace it with new a high-quality gear oil package. This provides optimum drive-line efficiency, improves seal performance and protects against wear, pitting and corrosion.

# Services At 72,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform alignment (*if required\**)
- Perform air induction/fuel injection service
- Perform transmission fluid exchange
- Replace cabin air filter (*or based on condition\**)
- Replace engine air filter (*or based on condition\**)



Services At  
**84,000 km**

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation



# Transmission Fluid Exchange Service

## SERVICE INTERVAL:

1st service due at 72,000 km. Subsequent services due prior to every 72,000 kms

## FEATURES:

- Dissolve and suspend gum and varnish in the transmission valve body, torque converter, pan, filter, cooler and cooler lines
- Flush old fluid and debris from system
- Install new fluid

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## BENEFITS:

- Reconditions seals and extends transmission life
- Prevents or eliminates hard shifting, chattering and slipping
- Provides cooler operation



## PROCESS

*Our technicians add a mild cleaner into your transmission that will dissolve gum and varnish that build up in your transmission. They then flush out the old fluid and debris from the entire system. This will extend the life of the transmission. It's like a teeth cleaning for your vehicle. This will remove the plaque from your transmission.*

A close-up, high-angle photograph of a tire tread pattern, showing the intricate grooves and sipes designed for traction. The image is slightly blurred and has a dark, moody color palette, emphasizing the texture of the rubber.

ASK ABOUT OUR TIRE STORAGE OPTIONS



# Services At 96,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Brake fluid exchange
- Perform alignment (*if required\**)
- Power steering fluid exchange (*if equipped\**)
- Replace spark plugs (*turbo engines*)
- Replace diesel fuel filter (*or based on life monitor\**)



# Nearing the end of your New Vehicle Factory Warranty?

## ASK YOUR SERVICE ADVISOR ABOUT EXTENDED WARRANTY SERVICE PLANS

Vehicle service contracts help reduce the hassle of a breakdown or repair by providing:

- Coverage of components against failure
- Roadside assistance or towing service
- Lock out service
- Alternate transportation or rental when the vehicle requires at least two hours of repair time
- Quality repairs by a GM dealer without excessive paperwork and unanticipated expense
- Choice of plan terms up to seven years / 160,000 kms to meet your ownership needs
- Details will vary by plan chosen.



# Services At 108,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform air induction/fuel injection service
- Replace cabin air filter (*or based on condition\**)



# Services At 120,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Perform alignment (*if required\**)
- Perform four-wheel drive or all-wheel drive service
- Replace clutch fluid (*if equipped\**)
- Flush coolant





# Cooling System Fluid Exchange Service

## SERVICE INTERVAL:

Every five years

## FEATURES:

- Power flushes the entire cooling system
- Removes rust, scale and sludge
- Balances pH to fight further corrosion
- Prevents 'dissolved engine' scenario

## BENEFITS:

- Prevents breakdowns due to engine over heating
- Extends the life of all the cooling system components
- Reduces operating temperature of the cooling system, automatic transmission and A/C

## PROCESS

*Our technicians add a mild cleaner into your transmission that will dissolve gum and varnish that build up in your transmission. They then flush out the old fluid and debris from the entire system. This will extend the life of the transmission. It's like a teeth cleaning for your vehicle. This will remove the plaque from your transmission.*





Services At  
**132,000 km**

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Replace spark plugs (*non-turbo*)



# Services At 144,000 km

- Change engine oil and replace filter **COMPLIMENTARY!**
- Perform multi-point vehicle health check and tire rotation
- Brake fluid exchange
- Perform alignment (*if required\**)
- Perform air induction/ fuel injection service
- Power steering fluid exchange (*if equipped\**)
- Perform transmission fluid exchange
- Replace cabin air filter (*or based on condition\**)
- Replace engine air filter (*or based on condition\**)



**GM Roadside Assistance 24-hour toll-free hotline:  
1-800-268-6800**

### **CALLING FOR ROADSIDE ASSISTANCE & ROADSIDE ASSISTANCE COVERAGE**

Roadside Assistance is provided to active OnStar subscribers regardless of the vehicles age or mileage – simply press the Blue OnStar Button for assistance.

Roadside Assistance is complimentary for Chevrolet, GMC and Buick vehicles up to 5 years and 100,000 kms

For vehicles over 5 years, or with more than 100,000 km from the date of new vehicle purchase, Roadside Assistance is pleased to assist you in contacting a roadside service provider to take care of your needs – costs incurred for specific roadside services performed are the responsibility of the vehicle owner/driver.

### **ROADSIDE ASSISTANCE WILL ASK YOU FOR THE FOLLOWING INFORMATION:**

- Your name, home address and telephone number
- Telephone number of your location
- Location of the vehicle
- Model, year, color and license plate number of the vehicle
- Odometer reading
- Vehicle identification number
- Delivery date of the vehicle
- Description of the problem



**For more information visit [OnStar.com](https://www.onstar.com) push the OnStar Button or call 1-888-4-ONSTAR to speak to an advisor.**

**Cadillac Roadside Assistance 24-hour toll-free hotline:  
1-800-882-1112**

## **CALLING FOR ROADSIDE ASSISTANCE & ROADSIDE ASSISTANCE COVERAGE**

Roadside Assistance is provided to active OnStar subscribers regardless of the vehicles age or mileage – simply press the Blue OnStar Button for assistance.

Roadside Assistance is complimentary for up to 6 years and 110,000 on Cadillac vehicles, from the date of new vehicle purchase.

Roadside Assistance is pleased to assist you in contacting a roadside service provider to take care of your needs – costs incurred for specific roadside services performed are the responsibility of the vehicle owner/driver.

## **ROADSIDE ASSISTANCE WILL ASK YOU FOR THE FOLLOWING INFORMATION:**

- Your name, home address and telephone number
- Telephone number of your location
- Location of the vehicle
- Model, year, color and license plate number of the vehicle
- Odometer reading
- Vehicle identification number
- Delivery date of the vehicle
- Description of the problem



**For more information visit [OnStar.com](https://www.onstar.com) push the OnStar Button or call 1-888-4-ONSTAR to speak to an advisor.**





THANK YOU FOR BEING A PART OF OUR OIL CHANGE FOR LIFE PROGRAM

[WolfeAutomotive.com](http://WolfeAutomotive.com)

