

Q: “Why should I call ARI prior to an oil change?”

A: A DRIVER SHOULD ALWAYS CALL ARI (1-800-CAR-CARE) BEFORE A MAINTENANCE EVENT. THE DRIVER PRE-AUTHORIZATION CALL TO ARI ENABLES ARI TO KNOW EXACTLY WHAT ISSUES THE DRIVER NEEDS ADDRESSED INSTEAD OF THE GARAGE TELLING ARI WHAT ITEMS THEY WANT TO PERFORM. THE DRIVER PREAUTHORIZATION CALL PERMITS ARI TO BETTER MANAGE THE MAINTENANCE EVENT AND PREVENTS GARAGES FROM PERFORMING UNWANTED AND UNNEEDED WORK.

- 1- PREVENTATIVE MAINTENANCE EVENTS ARE COMPLETED AS NECESSARY,
- 2- ASSIST WITH WARRANTY ISSUES,
- 3- HELP DIRECT THE DRIVER TO THE NEAREST PROVIDER, WHILE CONSIDERING PRICE AND STRATEGIC MAINTENANCE SERVICE PROVIDERS
- 4- CAN ADVISE THE DRIVER OF ANY RECALLS WHICH MAY EXIST