



Frequently Asked Questions

Q. Where are the Banfields?

A. Still living in Marshall. After much discussion they were convinced that Auto-Lab would keep the best of Banfield's and Combine it with Auto-Lab's own national service excellence to provide Marshall the best value in automotive services.

Q. Same Location? Hours? Phone number? Shuttle service?

A. Yes, no changes! We want to keep things easy for customers like you!

Q. Same staff?

A. Yes, Matt/Skip and I will be your primary contacts and Shaun, Levi and Jim are still here to fix your vehicles! No changes!

Q. I heard the staff was "let go!"

A. Yes we also heard that (laugh). That is simply not true! Of course the Banfields are no longer engaged but the crew is excited about the change!

Q. How can this change help me?

A. We are still learning all the new things but the primary benefits for you will be:

- Same great staff, with value added services!
- All your service records have been saved so there has been a seamless transition
- As a national franchise the 12 month 12,000 mile warranty on all our work can be supported by any Auto-Lab location. In our area that includes Battle Creek and Coldwater!
- All current lifetime oil change commitments/warranty will be honored with future enhancements coming shortly.
- Menu pricing for common services providing clear value pricing
- The finest quality parts, chemical, warranties available in the industry and the best possible prices!

Q. Who owns it now?

A. We are a “a company store” owned by Michigan’s master franchisor Dave Ziolkowski.

Q. Is he from Marshall?

A. No, but we see/ talk to him daily. He will be introducing himself into the community every chance he gets!

Q. Why do you answer the phone and reference Banfield’s in your ads?

A. For 18 years this facility has delivered quality service to our community. This location is known as “Banfield’s”. It will take some time to get the Auto-Lab name known. We have gained permission from Brian and Yvonne to use their name to help in the transition.

Q. How long has Auto-Lab committed to this location?

A. Good question. There has been a 15 year commitment with an option for an additional 15 years!

Q. Will we see advertisements for Auto-Lab?

A. You bet! Look in the Ad-visor for the latest news from Auto-Lab!

Q. Any other major changes?

A. Auto-Lab is in the process of systematically reviewing all the “best practices” of Banfield’s and integrating them into their service delivery model. Enhancements will be welcomed and communicated at every opportunity.

Q. Do you use the same website?

A. Actually yes, for a period of time we will continue at www.banfields.com, changes are underway to “rebrand this site”. Additionally more information can gained about Marshall and all of Auto-Lab at www.autolabusa.com!