



SUB Service FAQ

Hours: Tue.-Fri. 10-6, Sat. 10-5
Address: 4905 Aurora Ave N., Seattle, WA 98103
Phone: 206.535.6812
Website: www.seattleusedbikes.com

Getting Your Bike to Us:

- **Option 1:** Ride or truck your motorcycle to us.
- **Option 2:** Vehicle transport using a towing service. We recommend “**Lowside Motorcycle T&A**”. Tim Miller can be reached at 206 696-1849

Our Busy Season:

- **Our busiest season** in the service department begins around **March 1st and runs through until approximately October 31st**. During this time, booking an appointment can be up to three weeks out from when you first call to schedule. **Please do not wait until week before your planned road trip or event.**
- We have made scheduling a service appointment as easy as possible. Most appointments are created over the phone prior to your arrival. Walk-ins are welcome but keep in mind the time of year when trying to get service on your vehicle. (See above.)
 - We do offer a “Rush Rate” for those who need to go to the front of the line. \$190.00 hourly)
- Have your Vehicle Identification Number (VIN) available when calling for any appointment (it’s on your vehicle registration card & often insurance cards). We can often check vehicles for available service updates & outstanding recalls.
- **VERY IMPORTANT!! The appointment time we set for you over the phone is not the exact time the technician immediately starts work** on your bike. Our scheduling is based on the job length and the physical room we have in our shop. Once checked in we will review the estimate for the work with you and discuss the approximate completion timeline with your advisor. Please understand that often times we run into setbacks as we open up bikes for work and we find more issues that force us to pull job off work bench until the additional the parts needed can be obtained.

Communication:

Please give us a mobile phone number and e mail, and be ready for a call from us to authorize any additional work that may be needed. We cannot complete additional work that may be needed on your bike without your authorization. We like follow up and keep you in the loop while your bike is in our care.

Often Overlooked Services:

These can cost you money if not done – and can create safety issues:

- **Brake Fluid Flush and Clutch Fluid Flush** should be done every 2 years regardless of mileage.
- **Ducati Timing Belts** should be replaced every 2 years regardless of mileage.
- **Rubber Brake Hoses** degrade over time and should be replaced **before** they fail.
- **New tires are slippery!** Ride very carefully for at least 100 miles.
- **Old tires may slippery** and structurally unsound.
- **Tire pressure** can drop to unsafe pressure in as little as two weeks, without defects – check your tires frequently.

Situations that can add more labor time or money include:

- **Poorly installed accessories**
- **Previous shoddy workmanship** where none of parts fit bike correctly, non OEM carbs
- **Zip ties, duct tape, safety wire and non OEM fasteners**
- **A million random wires run poorly all over**
- **Lots of dirt, grease or oil all over bike**
- **We charge an additional \$20.00 per tire if customer provided**

Technicians: Peter Janette & Derek Shelby

Hourly Service Rate = \$105 hourly – Vintage/Harley/Scooter = \$115 hourly