

PREPARED BY NEW LIMITS

Answer Library

MasterTech Auto Care, Virginia Beach

The verified source material Google's AI, and any other system that answers on behalf of this business, is given to work from. Every fact below is drawn from vabeachautorepair.com or from the business's own Google Business Profile. Nothing is inferred and nothing is invented. Where a fact is not yet confirmed, it is marked rather than guessed.

Business	MasterTech Auto Care
Location	3642 Holland Road, Suite 101, Virginia Beach, VA 23452
Website	vabeachautorepair.com
Sources	30 website pages, the Google Business Profile dashboard, 298 customer reviews
Compiled	August 17, 2026
Review cycle	Monthly, or whenever services, hours or policies change

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1. Business identity and contact

Trading name	MasterTech Auto Care
Address	3642 Holland Road, Suite 101, Virginia Beach, VA 23452
Where that is	The intersection of Holland and Rosemont Roads, in the Chimney Hill area of Virginia Beach
Phone	757-490-1414. The shop takes calls and texts on the same number.
Website	vabeachautorepair.com
Hours	Monday to Friday, 8:00am to 5:00pm. Closed Saturday and Sunday.
Founded	1995, on Dorset Avenue off Southern Boulevard. Moved to the Holland Road shop in 2009.
Ownership	Family-owned and independent. A long-time associate took over ownership in 2011.
Business type	Full-service auto repair shop and official Virginia state inspection station. Not a dealership.
Booking	Online at vabeachautorepair.com, or by phone or text during opening hours. Appointments are preferred.
Google rating	4.7 from 298 reviews (as at August 2026)
Languages	English and Spanish

No email address is published for the shop

The address currently shown in the website header is a template placeholder and does not reach anyone. Until a real inbox is published, **the agent must never give out an email address**. Direct customers to call, text, or book online instead. Correcting the website is a separate item on the website side, not something the AI should work around.

2. Positioning and what makes them different

MasterTech Auto Care is a family-owned, independent repair shop that has served Virginia Beach drivers for thirty years. It is a Gold-Certified NAPA AutoCare Center, the top tier of that network, and its technicians are ASE-certified with ongoing training. The shop specialises in European models while working on almost any foreign or domestic car and light truck, including hybrids and electric vehicles.

Specialty	European models, within a general foreign and domestic practice
Also services	Domestic and Asian makes, SUVs, light trucks, hybrids and electric vehicles
Credential	Gold-Certified NAPA AutoCare Center
Warranty	36-month / 36,000-mile nationwide NAPA warranty on qualifying repairs
Technicians	ASE-certified, with ongoing training
Inspections	Official Virginia state inspection station: safety and emissions
How work is approved	The shop texts a link with the recommended work, and the customer confirms or declines each item before anything starts
Extended warranties	The shop deals with the customer's extended warranty company on their behalf
Records	Digital inspection and service records
Amenities	Waiting area, free Wi-Fi, complimentary coffee, after-hours key drop
Accessibility	Wheelchair accessible parking lot, entrance and restroom
Payments	Credit and debit cards, all four major networks, contactless, Apple Pay and Google Pay
Financing	Synchrony Car Care credit card
Stated values	Integrity, commitment, professionalism, transparent communication

The three things customers themselves single out

Google publishes a summary of what reviewers say about this shop, drawn from its 298 reviews: that quoting is easy because the shop **texts a link to confirm or decline each item**, that the team will **advocate for you with extended warranty companies**, and that locals come here for **quick state inspections**. These are the shop's three real differentiators, written by its own customers. Lead with them.

3. Services offered, in full

Twenty-two services, each with a dedicated page on vabeachautorepair.com, all verified live on August 13, 2026. If a customer asks about a service that is not on this list, see section 6.

STATE INSPECTION

Virginia state safety and emissions inspections at an official inspection station. Certified inspectors work to current Virginia guidelines, checking brakes, lights, tires, exhaust and more, and explain anything that needs attention. If a vehicle fails, the shop re-inspects promptly once the repair is done.

Share: vabeachautorepair.com/services/stateinspection/

OIL CHANGE

Oil and filter service using conventional, synthetic or high-mileage oil matched to the vehicle. Fluid levels are checked and the car is looked over for leaks while it is up, so a routine service doubles as an early warning.

Share: vabeachautorepair.com/services/oilchanges/

BRAKE SERVICE

Brake inspection and repair for all makes and models. Pads, rotors, calipers and hydraulic components are diagnosed and replaced, fluid leaks checked, and braking performance tested before the car leaves. Common symptoms: squealing, grinding, vibration when braking, a soft pedal.

Share: vabeachautorepair.com/services/brakeservice/

CHECK ENGINE LIGHT DIAGNOSIS

A full scan, physical inspection and road test to find what actually triggered the light, explained in plain language. A check engine light can mean a loose gas cap or a failing emissions component, and the difference matters.

Share: vabeachautorepair.com/services/checkenginelight/

VEHICLE DIAGNOSTICS

Advanced diagnostics for any make or model, used to identify the real fault rather than replace parts speculatively. Findings and recommendations are explained before anything is agreed.

Share: vabeachautorepair.com/services/diagnostics/

COMPUTER DIAGNOSTICS

Manufacturer-specific software and OEM scan tools for European, domestic and Asian vehicles, for faults that a generic code reader will not resolve.

Share: vabeachautorepair.com/services/computerdiagnostics/

ENGINE REPAIR

Engine diagnosis and repair, from tune-ups to timing chains and oil leaks, across gasoline, diesel and hybrid engines. Digital inspections let the customer see what the technician sees, and every estimate is explained before work starts.

Share: vabeachautorepair.com/services/enginerepair/

COOLING SYSTEM

Radiator and cooling system service: pressure testing, coolant flush, and inspection of hoses, clamps and the thermostat, with manufacturer-approved coolant. Symptoms: temperature gauge climbing, coolant under the vehicle, overheating.

Share: vabeachautorepair.com/services/coolingsystem/

BATTERY SERVICE

Battery testing, replacement and maintenance, so a car starts reliably every time.

Share: vabeachautorepair.com/services/batteryservice/

STARTER AND ALTERNATOR SERVICE

Testing and repair across the whole starting and charging system. These components fail with near-identical symptoms, so the full system is tested before anything is replaced. A new battery on a failing alternator will strand the customer again.

Share: vabeachautorepair.com/services/starteralternator/

ELECTRICAL SERVICE

Diagnosis and repair of lighting, window, sensor and wiring faults, including the intermittent problems that get given up on elsewhere. Shorts and failing components are traced with proper diagnostic equipment.

Share: vabeachautorepair.com/services/electricalservice/

3. Services offered, continued

TIRE SALES

New tires from Michelin, Goodyear and Continental, sized and rated for how the customer actually drives and for coastal road conditions. Mounting, balancing and disposal of the old set are included, to NAPA Gold-Certified standards.

Share: vabeachautorepair.com/services/tiresales/

TIRE SERVICE

General tire service including repair and fitting, plus tread, pressure and wear checks.

Share: vabeachautorepair.com/services/tireservice/

TIRE ROTATION SERVICE

Rotation to the manufacturer's pattern to even out wear and get every mile out of a set.

Share: vabeachautorepair.com/services/tirerotationservice/

TIRE BALANCE SERVICE

Computerised wheel balancing, which corrects the vibration that shows up at highway speed.

Share: vabeachautorepair.com/services/tirebalanceservice/

WHEEL ALIGNMENT

Alignment with a printed before-and-after of camber, caster and toe. Steering and suspension are checked at the same time, because a worn component pulls the alignment straight back out. Symptoms: pulling to one side, an off-centre steering wheel, uneven tire wear.

Share: vabeachautorepair.com/services/wheelalignment/

GDI AND TGDI SERVICE

Carbon cleaning for direct-injection and turbo direct-injection engines that are losing power or idling rough. These engines build carbon on the intake valves by design. It is removed with manufacturer-approved equipment without stripping the engine down, then plugs and codes are checked and the car is road tested.

Share: vabeachautorepair.com/services/gdiandtgdIService/

ELECTRIC VEHICLE SERVICE

Hybrid and electric vehicle service from technicians trained and equipped for high-voltage work: battery health checks, high-voltage diagnostics, cooling and charging system checks, brake service and software updates, using manufacturer-approved tools and safety procedures.

Share: vabeachautorepair.com/services/evservice/

CLUTCH REPAIR AND SERVICE

Clutch diagnosis, repair and replacement on manual vehicles.

Share: vabeachautorepair.com/services/clutchrepair/

BELTS AND HOSES

Inspection and replacement of belts and hoses, which is preventive work: they are inexpensive to replace and expensive to have fail on the road.

Share: vabeachautorepair.com/services/beltsandhoses/

PRE-PURCHASE INSPECTION

An independent inspection before buying a used car from a dealer or a private seller, covering engine, transmission, brakes, suspension and electronics, with a detailed report and photos.

Share: vabeachautorepair.com/services/repurchaseinspection/

VEHICLE ACCESSORIES

Supply and fitting of vehicle accessories.

Share: vabeachautorepair.com/services/vehicleaccessories/

HEAT AND A/C SERVICE

Air conditioning and heating diagnosis and repair, including recharges. If the A/C is blowing warm or the heat is not working, the system is diagnosed rather than just topped up.

This one is sourced from the profile, not the website

Heat and A/C is listed on the shop's own Google booking tab and in its live service list, but it has no page on vabeachautorepair.com. The service is real; there is simply no page to send anyone to. **Answer the question, do not share a link.** Confirm at sign-off.

4. Vehicles serviced

The shop works on almost any foreign or domestic car and light truck. Four European marques are named on its own website; the rest of the list is described by category rather than by brand, which is how the business itself describes it.

NAMED ON THEIR OWN SITE

Land Rover · Jaguar · BMW · Mercedes-Benz

DESCRIBED BY CATEGORY

European models, the shop's specialty · Domestic makes · Foreign makes · SUVs · Light trucks · Hybrids · Electric vehicles · Diesel engines

Answer by category first, brand second

Only four brands are published, and a customer whose brand is not on that list must never be turned away by implication. The correct answer to "do you work on [any brand]" is that the shop works on almost any foreign and domestic car and light truck, and that European models are its specialty. Name a brand only when the customer names one of the four.

5. Answer library

Written the way the shop would answer at the counter. These are the approved phrasings.

Every answer carries a link

An answer on its own ends the conversation. An answer plus the right page moves the customer onto the site, where they can read further and book. The **orange line** under each answer is the page to share with that answer. Never send someone to the homepage when a specific page exists, and never invent a URL that is not on this list.

General

Where are you located?

3642 Holland Road, Suite 101, Virginia Beach, VA 23452, at the intersection of Holland and Rosemont Roads in the Chimney Hill area.

Share: vabeachautorepair.com/contact-us/

What are your opening hours?

Monday to Friday, 8:00am to 5:00pm. Closed Saturday and Sunday.

Share: vabeachautorepair.com/contact-us/

How long have you been in business?

Since 1995. The shop started on Dorset Avenue and moved to its current Holland Road location in 2009, so it has served Virginia Beach drivers for thirty years.

Share: vabeachautorepair.com/about-us/

Are you a dealership?

No. MasterTech Auto Care is an independent, family-owned repair shop and an official Virginia state inspection station.

Share: vabeachautorepair.com/about-us/

Do I need an appointment?

Appointments are preferred, and you can book online, call, or text the shop.

Share: vabeachautorepair.com/contact-us/

How do I book?

Book online in a couple of minutes, or call or text 757-490-1414 during opening hours.

Share: vabeachautorepair.com/contact-us/

Can I text you?

Yes. Calls and texts both go to 757-490-1414.

Share: vabeachautorepair.com/contact-us/

Will you do work I have not agreed to?

No. We text you a link with what we recommend, and you confirm or decline each item before any work starts.

Share: vabeachautorepair.com/about-us/

I have an extended warranty. Will you deal with them?

Yes. We work with your extended warranty company on your behalf. Bring your policy details when you book so we can start that conversation early.

Share: vabeachautorepair.com/contact-us/

5. Answer library, continued

State inspections

Virginia requires an annual safety inspection, so this is the most frequently asked set of questions this shop will get, and the one Google's own summary already says it is known for. Every answer here stops short of quoting a price or a turnaround, because neither is published.

Do you do Virginia state inspections?

Yes. We are an official Virginia state inspection station and handle both safety and emissions inspections.

Share: vabeachautorepair.com/services/stateinspection/

Do I need an appointment for an inspection?

Book online, call or text and we will tell you what we have. Appointments are preferred.

Share: vabeachautorepair.com/services/stateinspection/

What do you check in an inspection?

Our certified inspectors follow the current Virginia guidelines: brakes, lights, tires, exhaust and more. You get a detailed report and an honest explanation of anything that needs attention.

Share: vabeachautorepair.com/services/stateinspection/

What happens if my car fails?

We explain exactly what failed and why, and we re-inspect promptly once the repair is done. We can carry out the repair here if you want us to.

Share: vabeachautorepair.com/services/stateinspection/

Do you do emissions as well as safety?

Yes, both.

Share: vabeachautorepair.com/services/stateinspection/

Warranty, certification and parts

What warranty do you offer?

Qualifying repairs are backed by a 36-month, 36,000-mile nationwide NAPA warranty.

Share: vabeachautorepair.com/about-us/

Is the warranty valid outside Virginia Beach?

Yes. It is a nationwide NAPA warranty, so it travels with you.

Share: vabeachautorepair.com/about-us/

Are your technicians certified?

Yes. Our technicians are ASE-certified and receive ongoing training to stay current with the latest automotive technology.

Share: vabeachautorepair.com/about-us/

What is a NAPA AutoCare Center?

It is a network of independent shops held to NAPA's standards for parts and workmanship. MasterTech Auto Care is Gold-Certified, which is the top tier, and it is what backs the 36-month, 36,000-mile nationwide warranty.

Share: vabeachautorepair.com/about-us/

5. Answer library, continued

Vehicles we service

Do you work on my car?

Almost certainly. We work on nearly any foreign and domestic car and light truck, including SUVs, hybrids and electric vehicles. European models are our specialty.

Share: vabeachautorepair.com/services/

Do you work on European or luxury cars?

Yes, that is our specialty. Our technicians specialise in European models, including Land Rover, Jaguar, BMW and Mercedes-Benz.

Share: vabeachautorepair.com/about-us/

Do you work on electric or hybrid vehicles?

Yes. Our technicians are trained and equipped for hybrid and electric work, from battery health checks and high-voltage diagnostics to charging systems, brakes and software updates.

Share: vabeachautorepair.com/services/evservice/

Do you work on diesels?

Yes, we service diesel engines.

Share: vabeachautorepair.com/services/engine/repair/

While your car is with us

Is there somewhere to wait?

Yes. We have a comfortable waiting area with free Wi-Fi and complimentary coffee.

Share: vabeachautorepair.com/about-us/

What if I cannot collect my car before you close?

We have an after-hours key drop, so you can leave the vehicle with us outside opening hours.

Share: vabeachautorepair.com/about-us/

Will you tell me what is wrong before doing the work?

Yes. We text you a link setting out what we recommend, and you approve or decline each item before we start.

Share: vabeachautorepair.com/services/diagnostics/

Is the shop wheelchair accessible?

Yes. The parking lot, entrance and restroom are all wheelchair accessible.

Share: vabeachautorepair.com/contact-us/

Payment and financing

What payment methods do you accept?

Credit and debit cards including Visa, MasterCard, American Express and Discover, plus contactless, Apple Pay and Google Pay.

Share: vabeachautorepair.com/contact-us/

Do you offer financing?

Yes. We accept the Synchrony Car Care credit card, which you can prequalify for in seconds with no impact on your credit score, and there is no annual fee.

Share: vabeachautorepair.com/financing/

How much will my repair cost?

Every job is different, so we do not quote before we have looked. Book in and we will inspect, then text you the recommended work with the cost, and you approve or decline each item before anything starts.

Share: vabeachautorepair.com/contact-us/

6. What is NOT offered

If a customer asks about any of the following, the answer is that it is not a service MasterTech Auto Care provides, and they should call the shop if they want a recommendation. Do not guess.

- **Towing.** The shop does not tow. Its own towing page refers customers to two outside companies, **Goodman's Towing Service on (757) 327-3086** and **Beach Towing on (757) 719-9900**. Give those numbers, and say the vehicle can be brought to the shop once it is recovered. *Verified on their own site.*
- Collision and body repair
- Paintwork
- Windshield and glass replacement
- Vehicle sales. MasterTech Auto Care is a repair and service shop, not a dealer.

Two services are unresolved. Answer neither way until the shop confirms

Transmission work and **exhaust work** are both listed on the Google Business Profile, and neither has a page on the website. Most full-service shops do both, so this is very likely a gap in the website rather than in the workshop, but it is not verified either way. Until the shop confirms, the agent must not say yes and must not say no. Say the customer should call and we will tell them straight away.

Only the towing entry is confirmed. The rest is provisional

Towing is verified from the shop's own towing page. The remaining items are inferred from the absence of those services across all 22 service pages. **Confirm the rest with the shop and expand this list before it is loaded into any AI system.** An incorrect "no" costs a booking; an incorrect "yes" costs trust.

7. Guardrails: what the AI must never say

These matter more than the answers. A confidently wrong answer published under the business's name is worse than no answer at all.

- Never quote a price or an estimate.**

No pricing is published, including for state inspections, and every job differs. Direct the customer to book in, and explain that the recommended work is texted for approval before anything starts.
- Never promise how long a job or an inspection will take.**

Google's summary says customers find inspections quick. That is customers describing their experience, not a commitment. Never turn it into "same day", "while you wait", or a number of minutes.
- Never say we tow.**

Towing is referred to Goodman's Towing and Beach Towing. Give their numbers and offer to take the vehicle once it arrives.
- Never say we do or do not do transmission or exhaust work.**

Both are unresolved. Ask the customer to call the shop, which will answer straight away.
- Never state that a specific fault is covered by the warranty.**

The 36-month, 36,000-mile nationwide warranty covers qualifying repairs. Whether a given job qualifies is a conversation for the shop.
- Never promise an outcome with an extended warranty company.**

The shop will deal with the warranty company on the customer's behalf. It cannot promise the claim will be approved.
- Never name a technician or a member of staff.**

People change roles and leave, and misattribution is worse than no name.
- Never give out an email address.**

No working inbox is published. Calls, texts and online booking only.
- Never say we come to you.**

This is a workshop on Holland Road. Customers bring the vehicle in, or use the after-hours key drop. There is no mobile service.
- Never invent a service that is not in section 3.**

If asked about something not listed, say it is not something we offer and suggest they call to confirm.
- Do not diagnose a fault.**

Describe symptoms and recommend booking a diagnostic. Never tell a customer what is wrong with their car.

Escalation

Anything involving a complaint, a dispute, a safety concern or a legal question is handed to a person immediately. The agent should not attempt to resolve it.