

April Is National Car Care Month

April is National Car Care Month, the time of year to focus on taking better care of our vehicles and the perfect time to remind ourselves that putting off vehicle maintenance can lead to more extensive –and potentially costly--repairs down the road.

In these uncertain economic times, many consumers are looking for value, holding onto their cars longer, and turning to their local auto repair shops for vehicle maintenance and repairs.

To Find a Good auto Repair Shop, Follow These Tips:

1. Look for a repair shop before your vehicle needs repairs. You can make better decisions when you are not under stress.
2. Ask family, friends, and co-workers for recommendations.
3. Look for a clean, well organized facility that provides a customer satisfaction policy.
4. Call the Better Business Bureau and local consumer organizations to check the shop's reliability and performance and to see if any complaints have been filed.
5. Get everything in writing including an itemized list of repairs and a guarantee of all work done.
6. Start with simple repairs to test the shop's integrity and competence. When you find a good shop and mechanic, stick with them.

Before Making Repairs, Ask These Three Questions:

1. Do you employ ASE-certified technicians? The National Institute for Automotive Service Excellence (ASE) certifies professionals in the automotive repair and service industry and aims to improve the quality of vehicle repair and service. Automotive technicians must undergo training and testing every five years to maintain their ASE certification.
2. Are you AAA approved, a member of the Better Business Bureau, and/or a member of any trade association (e.g. Automotive Service Association, Automotive Technology and Energy Association, or Automotive Service Professionals)?
3. Do you use brand name parts? Brand name parts are often better quality and may come with warranties.

For more information about the mechanics of auto repair, visit our website at Mechanics of Auto Repair. For information about the Attorney General's Motor Vehicle Regulations (940 CMR 5.00), including Repairs and Services (section 5.05), visit the AGO's website at Motor Vehicle Regulations.

