

April is National Car Care Month

National Car Care Month is the perfect time to think about proper vehicle maintenance, which can prevent extensive -- and 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, the Office of Consumer Affairs and Business Regulation offers the following 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.
- 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) Make sure the shop has state-of-the-art equipment like hand held computer scanners and diagnostic software. These systems and tools are necessary to diagnose and repair your vehicle accurately, which will save you money.
- 6) Choose a facility that provides a customer satisfaction policy.
- 7) Get everything in writing including an itemized list of repairs and a guarantee of all work done.
- 8) Start with simple repairs to test the shop's integrity and competence. When you find a good shop and mechanic, stick with them.



Before you make repairs

Ask these three questions

- 1) Do you employ ASE-certified technicians? 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 associations (e.g. Automotive Service Association, Automotive Technology and Energy Association, and 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 National Car Care Month, visit www.carcare.org.

For more information about the mechanics of auto repair, visit our website at [Mechanics of Auto Repair](http://MechanicsofAutoRepair.com).