

*60 SECOND SCRIPT*

## **TIPS TO KEEP YOUR SUV ROLLING**

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**IT'S A RARE MOTORIST WHO DOESN'T HAVE STRONG FEELINGS ABOUT TODAY'S SPORT UTILITY VEHICLES. LOVE 'EM OR HATE 'EM, ONE THING IS CERTAIN — JUST LIKE THEIR AUTOMOBILE COUNTERPARTS, SUVs LAST LONGER, OPERATE MORE EFFICIENTLY, AND COMMAND A HIGHER RESALE VALUE WHEN THEY ARE PROPERLY MAINTAINED AND SERVICED.**

**SO THE PROS AT THE NON-PROFIT NATIONAL INSTITUTE FOR AUTOMOTIVE SERVICE EXCELLENCE OFFER SOME ADVICE ON CHOOSING A REPAIR ESTABLISHMENT:**

**START SHOPPING FOR A REPAIR SHOP BEFORE YOU NEED ONE. ASK FRIENDS AND ASSOCIATES FOR RECOMMENDATIONS. ARRANGE FOR ALTERNATE TRANSPORTATION SO YOU WON'T FEEL FORCED TO CHOOSE A SHOP BASED SOLELY ON LOCATION. LOOK FOR A COURTEOUS STAFF WITH A SERVICE WRITER WILLING TO ANSWER ALL OF YOUR QUESTIONS. LOOK FOR POSTED POLICIES, SIGNS OF PROFESSIONALISM, AND EVIDENCE OF QUALIFIED TECHNICIANS. START OFF WITH A MINOR JOB AND PROGRESS TO MORE COMPLEX WORK IF YOU ARE PLEASED WITH THE ESTABLISHMENT.**

**A-S-E CERTIFIED TECHNICIANS WEAR BLUE AND WHITE A-S-E SHOULDER INSIGNIA AND CARRY CREDENTIALS LISTING THEIR EXACT AREAS OF CERTIFICATION.**

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