

60 SECOND SCRIPT

HOW TO ENSURE GREAT AUTO SERVICE

THERE'S PROBABLY NEVER BEEN A WIDER SELECTION OF CARS, PICK-UPS, MINI-VANS, AND SPORT UTILITY VEHICLES. BUT ONE THING CUTS ACROSS ALL MAKES AND MODELS. WHEN IT COMES TIME FOR VEHICLE REPAIRS, GOOD COMMUNICATION BETWEEN CONSUMER AND SHOP WILL HELP ENSURE A GOOD REPAIR EXPERIENCE.

HERE ARE SOME AUTO REPAIR TIPS, COURTESY OF THE NON-PROFIT NATIONAL INSTITUTE FOR AUTOMOTIVE SERVICE EXCELLENCE:

BEFORE TAKING YOUR VEHICLE IN FOR REPAIRS AND SERVICE, READ THE OWNER'S MANUAL TO LEARN ABOUT THE VEHICLE'S SYSTEMS AND COMPONENTS. INSPECT YOUR CAR FOR UNUSUAL SOUNDS, ODORS, DRIPS, LEAKS, SMOKE, WARNING LIGHTS, AND GAUGE READINGS. CHECK FOR WORN TIRES, BELTS, AND HOSES. NOTE CHANGES IN ACCELERATION, ENGINE PERFORMANCE, GAS MILEAGE, AND FLUID LEVELS.

KNOW WHEN THE PROBLEMS FIRST STARTED AND IF THEY ARE CONSTANT OR PERIODIC. DETERMINE WHETHER THE PROBLEMS HAPPEN AT ALL SPEEDS, OR DURING BRAKING, OR SHIFTING.

WHEN AT THE REPAIR SHOP, DESCRIBE THE SYMPTOM, BUT DON'T SUGGEST A SPECIFIC COURSE OF REPAIR. BE SURE YOU UNDERSTAND THE POLICIES FOR DIAGNOSTIC FEES, LABOR RATES, AND RETURN OF OLD PARTS AND GUARANTEES.

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