

# Communicate For Better Car Repairs

(NAPSA)—Good preparation and communication at the repair shop can help make auto service go smoothly. Here's advice from the pros at the nonprofit National Institute for Automotive Service Excellence (ASE).

- Read the owner's manual to learn about the vehicle's systems and components.

- Follow the recommended service schedules.



- Keep a log of all repairs and service.

- Pay careful attention to your vehicle's symptoms and be prepared to

discuss them once you are at the repair shop.

- Note when the problem occurs and whether it is constant or periodic, during braking, under acceleration, when the vehicle first starts up, etc.

- Carry a written list of the symptoms for the service adviser.

- Ask questions. Request simple definitions for unfamiliar terms.

- Ask to be called and apprised of the problem, course of action, and costs before work begins.

- Before leaving, be sure you understand all shop policies regarding fees, guarantees and acceptable methods of payment.

ASE was founded to improve the quality of automotive service and repair through the voluntary testing and certification of automotive technicians. ASE-certified technicians wear blue and white ASE shoulder insignia; their employers often display the blue and white ASE sign. Visit [www.ase.com](http://www.ase.com) for seasonal car care tips.