



Car Care Corner

Choose A Collision Repair Center Carefully

(NAPSA)—After a fender bender, it's just as smart to steer yourself into the hands of the right auto body collision repair center as it is to check out a contractor's credentials when you need home repair.

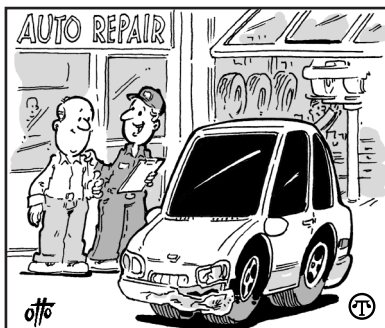
With more than 35,000 auto body repair shops nationwide, choosing a shop can be confusing.

Steve Cox, vice president of the Council of Better Business Bureaus (CBBB), says, "Although an insurance company may make some recommendations, drivers ultimately are responsible for selecting an auto body repair shop. Choosing a trustworthy, quality-oriented shop is very important for ensuring the best possible results."

The CBBB and the National Auto Body Council (NABC) have teamed up to help consumers better manage the collision repair experience, with tips on choosing a trustworthy shop, saving money on a replacement rental car and knowing how to settle any disputes.

Choose a Trustworthy Collision Repair Shop. Check out the shop's qualifications by asking about advanced technician training from a national organization such as the Inter-Industry Conference on Auto Collision Repair (I-CAR) or National Institute for Automotive Service Excellence (ASE) certification.

Look for Commitment to Customer Satisfaction. Ask whether the shop is a member of the Better Business Bureau and verify information on the BBB Web site at www.bbb.org to see if the shop maintains a good reputation.



You can do yourself a good turn after a fender bender by choosing a trustworthy, quality-oriented collision repair shop.

Arrange a Replacement Rental Car. Since the average car is in the repair shop for two weeks, ask if the shop can make recommendations for a rental car company and if it can arrange for a replacement rental car to be ready when you drop off your car. If your auto insurance policy includes replacement rental car coverage, which is usually only a couple dollars a month, you may get a rental car for little or no money.

Get Everything in Writing Up Front. Get a written repair and price estimate of the work to be performed, as well as an explanation of why specific recommendations are necessary to correct the collision damage, before the job begins. Also, ask about a warranty. Professional, reputable repair shops will stand behind their repair work by offering a warranty.

More tips and information are available at www.wiserdrivers.com.