

# Car Care Corner

## Choosing the Right Repair Shop— Ten Tips from ASE

(NAPSA)—Fall is the perfect time for car care. There's a window of opportunity before harsh weather sets in. But given today's complex vehicles, to say nothing of busy family schedules and the appeal of football, cool-weather hiking, and other autumn pursuits, vehicle maintenance is seldom a priority. If car care isn't your thing, you'll need to find a good shop. Here's advice on choosing a repair facility from the non-profit National Institute for Automotive Service Excellence (ASE)—the group that tests and certifies automotive technicians.

Start shopping for a repair facility before you need one.

Ask your friends and associates for their recommendations; consult local consumer groups.

Arrange for transportation in advance so you will not feel forced to choose a shop based on its location.

Look for a neat, well-organized facility, with vehicles in the parking lot equal in value to your own and modern equipment in the service bays.

Look for a courteous staff, with a service consultant willing to answer all of your questions.

Look for policies regarding estimated repair costs, diagnostic fees, guarantees, and acceptable methods of payment.

Ask if the repair facility specializes or if it usually handles your type of repair work.

Look for signs of professionalism in the customer service area



We employ technicians certified by the  
National Institute for

**AUTOMOTIVE  
SERVICE  
EXCELLENCE** (TM)

Let us show you their credentials

such as civic, community, or customer service awards.

Look for evidence of qualified technicians: trade school diplomas, certificates of advanced course work, and certification by ASE.

Look for the ASE sign.

The National Institute for Automotive Service Excellence (ASE) was founded in 1972 as a non-profit, independent organization dedicated to improving 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 and carry credentials listing their exact area(s) of certification. Their employers often display the blue and white ASE sign. Visit [www.ase.com](http://www.ase.com) for more information.