

# WOMEN AT THE WHEEL

## Taking Control Of Auto Service And Repair

(NAPSA)—To take control of your automotive service experience, it is essential that you possess the tools to find the right repair shop, and then communicate with technicians and service advisors once you're inside the shop. The following tips from the National Institute for Automotive Service Excellence can help:

### Do your homework

- Start shopping for a repair shop *before* you need one.

- Ask friends and associates for their recommendations.

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

- Look for evidence of qualified technicians, such as trade school diplomas, advanced training certificates and certification from the National Institute for Automotive Service Excellence (ASE).

- Read your owner's manual and follow the recommended maintenance schedule.

### Once you choose...

- Start off with a minor job. If you're pleased, return with more complicated repairs later.

- Be prepared to describe the symptoms and supply a written list of recent problems.

- Mention unusual sounds, odors, changes in acceleration, engine performance and problems in handling, braking, steering and vibrations.

### Stay involved

- Ask as many questions as you need. Request an explanation in simple terms and conditions.

- Don't rush the service writer or technician to make an on-the-spot diagnosis. Ask to be called and informed of the problem, course of action and costs before the work begins.

- Before you leave, be sure you understand all shop policies regarding labor rates, guarantees



**A growing number of women are making decisions regarding the maintenance of their cars.**

and methods of payment.

- Leave a telephone number where you can be reached.

### Follow up

- Keep good records; keep all paperwork.

- Reward good service with repeat business. It is mutually beneficial to you and the shop owner to establish a relationship.

- If the service was not all you expected, don't rush to another shop. Discuss the problem with the service manager or owner. Give the business a chance to resolve the problem. Reputable shops value customer feedback and will make a sincere effort to keep your business.

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 professionals. ASE-certified technicians wear blue and white ASE shoulder insignia and carry credentials listing their exact areas of certification. Their employers often display the ASE sign. Visit [www.asecert.org](http://www.asecert.org) for more information and for additional car care tips.