

Car Care Corner

Who Can You Trust To Fix Your Car?

(NAPSA)—Studies show that trust is one of the most important considerations when people are choosing a place to repair and care for their car.

Car owners need to trust that the service center is making the necessary repairs with the correct parts and proper equipment.

Finding a good mechanic can be a challenge, but a few tips from the experts at Farmers Insurance Group may help narrow your search.

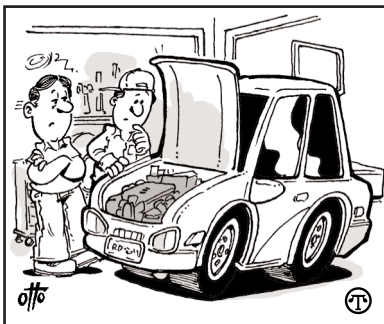
- Ask for recommendations from friends and coworkers before your vehicle actually needs repairs. If you can, test the repair shop with a small maintenance job such as a tune-up. If you're happy with their work and service, perhaps you've found a shop for you.

- Contact consumers groups, such as the Chamber of Commerce or the Better Business Bureau, to check on a shop's record of reliability.

- Look for repair facilities that are licensed by the National Institute of Automotive Service Excellence (ASE) or one that employs ASE-certified technicians. The ASE signage should be prominently displayed.

- Confirm that the facility has up-to-date equipment and specialized tools to make the type of repair you need.

- Check to see if your repair is under warranty. If so, make sure



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the shop honors it and that it is authorized to make the repair under the warranty.

- Look for neat, well-organized service floors. Also, look for clearly posted signs on labor rates, guarantees and methods of payment.

- For convenience, ask if the service center provides a pickup and drop-off service so you can spend the day at home or in the office instead of in the waiting room.

Farmers also recommends vehicle owners look for a mechanic or shop owner who they feel comfortable talking with.

Bring along a list of things you've noticed about your vehicle to make sure you cover all the issues.

For more information about Farmers, visit www.farmers.com.