

CHESELDINE

Tire & Auto

301-863-5800



BEST DEAL ON WHEELS

HOW TO FIND THE RIGHT Auto Repair Shop

If you drive a vehicle, at some point you're going to need a good auto mechanic. Even if you're not going to have the vehicle for very long, or you simply don't foresee anything going wrong with your car (a very bad assumption to make.) Even if your vehicle never needs repair, which is unlikely, it's still going to need regular maintenance such as oil changes and tune-ups. And you'll need a good auto repair shop to do it.

The Benefits

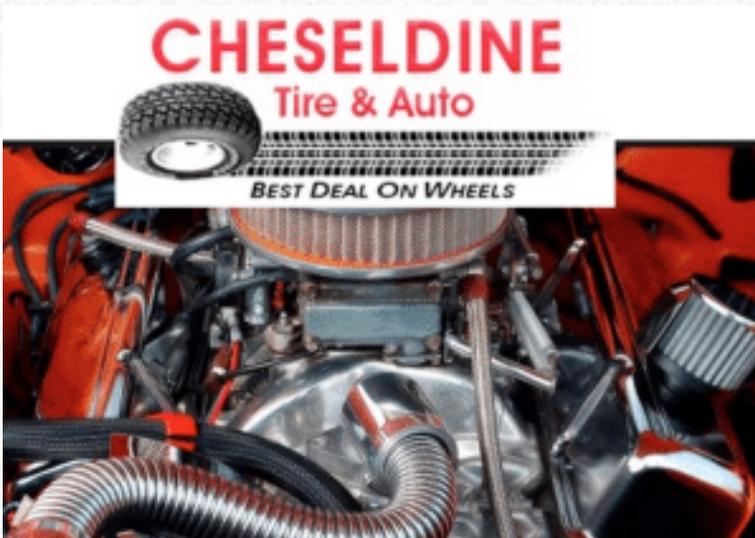
- ✓ Has the knowledge to properly repair your vehicle, as opposed to trying to do it yourself or having a non-licensed professional do it.
- ✓ Have the necessary equipment such as lifts, high-powered drills and more that will help get the job done faster, but so that the vehicle will still function like new when done.
- ✓ Can provide advice on how to care for the vehicle in the future, and when tune-ups and oil changes will be needed, so your car will perform better long-term.
- ✓ Can find better deals on parts for your vehicle.
- ✓ Will provide warranties and guarantees on their work.

The Questions

- ✓ Are you affiliated with the Automotive Service Association (ASA)?
- ✓ Do you have an Automotive Services Excellence (ASE) certificate?
- ✓ Are your technicians certified?
- ✓ If it was your car, what repairs and services would you have done?
- ✓ What are *all* fees involved?
- ✓ Can I use used parts if I choose?
- ✓ Do I need to give written consent before any work is done?
- ✓ Will I get a detailed invoice including all work that was done on my vehicle?
- ✓ Do you supply courtesy cars?
- ✓ Do you offer payment plans?
- ✓ What kind of warranties and guarantees do you provide?

Auto Repair Shop CHECKLIST

- ❑ Ask friends and family if they know a good auto mechanic in the area.
- ❑ Ask around places such as auto body shops (different than mechanics, as they only work on the exterior of the car), gas stations, and oil change stations if they know of a good place you can have repairs done.
- ❑ Look online, in the Yellow Pages, and in other listings and directories to get names of even more auto repair shops in your area.
- ❑ Make a list of at least 3 auto repair shops and visit them in person to see how they can help you. Do not make any commitments until you've talked to at least 3 shops to determine which one is the best for you.
- ❑ Once at the shops, look around to see how clean and professional they are, if they have their certificates and licenses on the walls, check out their equipment to see how modern and clean it is, as well as what's there.
- ❑ Get a quote for the repairs that are needed from all 3 shops.. These will be essential when it's time to compare the shops you're considering.
- ❑ Remember to stick to what you are there for. Too often repair shops will try to inflate the price by making recommendations that you also fix this while you're there, or have this looked at. All of this will cost you more money and likely isn't necessary work that needs to be done right away. First focus on the repairs that are needed, and then go back for another visit if you like their work and want those other things looked at.
- ❑ Also remember though, that cheaper doesn't always mean better.
- ❑ After speaking to at least 3 shops, compare your notes, choose the one that you want to repair your car, and call them to start making arrangements.



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