

Information Sheet



Choosing The Right Repair Shop

1. **Ask your friends and associates for recommendations based on their experience** -Third party recommendation is still the best source for a good facility. You may also want to check to see if they have a website that tells you about who they are and what they do.
2. **Look for a well-organized and clean facility** - This shows that they take pride in what they do. The vehicles you see in their bays should be equal in value to your own, they should also have modern equipment for the service and diagnosis of those vehicles.
3. **Look for certifications and evidence of current training of staff** - Certification is not required of Automotive Technicians, therefore those who have taken the extra effort to become certified through national testing agencies such as ASE are the most professional. Be sure the certifications are in the areas that you require. Having a certification in Brake Repair will not be of any assistance for a transmission problem. Be sure they can handle the kind of repairs your vehicle requires.
4. **Look for certifications and affiliations of shop** - Use a shop that is affiliated with, or certified by, known industry organizations for the best assurance that they are capable of performing top quality work. The better businesses will make the effort to meet requirements of outside organizations. Organizations to look for are: Automotive Service Councils of California (ASC), Automotive Service Association (ASA), Bosch Service Centers, AC-Delco, and NAPA. Most of these organizations require conformance to a Code Of Ethics and/or certain minimum certification and training of their employees.
5. **Look for a facility that offers a written warranty on Parts and Labor**. A lifetime warranty on parts only is almost worthless the labor involved can far exceed the cost of the part. The longer the warranty, the more confidence the shop has in their own skills and the quality of the parts they use. Unless a warranty is in writing you will not know the terms and conditions that apply. Read and understand the warranty.
6. **Use a facility that maintains vehicle records** - This improves your chances of keeping long-term costs to a minimum. In addition, if they are able to remind you of upcoming servicing and repairs, it can greatly simplify your life.
7. **If in doubt about a facility, check with local agencies** - Checking with the Better Business Bureau and the Chamber of Commerce to see if they are members is always a good idea. Better businesses usually make a point of being part of the local business community.
8. **If you will need transportation, check to see if they can provide it** - In this age of high liability costs most shops are not able to provide loaner vehicles while your vehicle is being serviced, but many times they can give you a ride to work or provide discounted rates on rental cars.