

Five Tips For Better Auto Service

(NAPSA)—One of the worst failures that can happen when you drive into an auto-repair facility is a failure to communicate. The following tips from the National Institute for Automotive Service Excellence (ASE) should help when you bring your car to the repair shop.

- Be prepared to describe the symptoms. Carry a written list of the symptoms that you can give to the service manager or technician.
- Note when the problem first occurred, whether it is constant or periodic, happens when the engine is cold or warmed up, at all speeds, during braking, etc.



Repairs go a lot smoother when you can describe what's wrong.

- Resist the temptation to suggest a specific course of repair; let the technician diagnose and recommend a remedy.
- Ask as many questions as you need. Do not be embarrassed to request everyday definitions for unfamiliar terms.
- Before you leave, be sure you understand shop policies regarding labor rates, diagnostic fees, guarantees and acceptable methods of payment.

ASE-certified technicians wear blue and white ASE shoulder insignia and carry credentials listing their exact area(s) of certification. For car care tips, visit www.ase.com.