



CAR CARE CORNER

Stay On The Road To Safety And Savings

(NAPSA)—Today's busy schedules and high-tech vehicles may discourage tinkering, but motorists can still be involved in car care. According to the experts at the National Institute for Automotive Service Excellence (ASE), good communication can help ensure satisfactory auto service.

Here's a checklist to help:

Before Taking Your Vehicle In For Repairs Or Service

- Read the owner's manual.
- Follow the recommended service schedules.
- Keep a log of all repairs and service.
- Don't ignore warning signals.
- Inspect your car frequently for: unusual sounds, odors, drips, leaks, smoke, warning lights, gauge readings; changes in acceleration, engine performance, gas mileage, fluid levels; worn tires, belts, hoses; problems in handling, braking, steering, vibrations; note when and under what conditions the problem occurs.

At The Repair Establishment

- Be prepared to describe the symptoms.
- Bring a list of symptoms.
- Let the technician diagnose and recommend a remedy.
- Don't be embarrassed to request explanations of technical terms.
- Don't rush the service consultant or technician to make an on-the-spot diagnosis. Ask to be called about the problem, course of action and costs before work begins.



We employ technicians certified by the
National Institute for

**AUTOMOTIVE
SERVICE
EXCELLENCE**

Let us show you their credentials



- Be sure you understand all shop policies regarding labor rates, guarantees, and acceptable methods of payment.

- Leave a telephone number.

The non-profit National Institute for Automotive Service Excellence (ASE) is dedicated to improving automotive service and repair. ASE-certified technicians wear blue and white ASE shoulder insignia. Their employers often display the blue and white ASE sign.

Free Brochure

For a free brochure with tips on how to communicate at your repair shop, send a self-addressed, stamped long envelope to: ASE Communication Brochure, Dept. NAPS-103, 101 Blue Seal Dr., S.E., Suite 101, Leesburg, VA 20175, or visit www.ase.com for more information.