

Women And Car Care

(NAPSA)—Take a look around the customer waiting area of any auto shop and you're as likely to see women as men. As a service to female motorists, the nonprofit National Institute for Automotive Service Excellence (www.ase.com) offers the following advice on how to find the right repair shop and how to effectively communicate with technicians and service advisers.

- Start shopping for a repair shop before you need one.



- Ask friends and associates for recommendations.

- Look for a well-organized facility with vehicles equal in value to your own on the lot and professional technicians in the service bays.

- Start with a minor job. If satisfactory, return with more complicated repairs.

- Be prepared to describe your vehicle's symptoms and supply a written list of recent problems.

- Ask as many questions as you need. Request everyday explanations of terms and procedures. Avoid establishments where you feel ignored, patronized or rushed.

- Do not expect an immediate diagnosis.

- Before leaving, be sure you understand all shop policies regarding fees, guarantees, and methods of payment.

ASE was founded to improve the quality of automotive service and repair through the voluntary testing and certification of automotive technicians. ASE-certified technicians wear blue and white ASE shoulder insignia; their employers often display the blue and white ASE sign. Visit www.ase.com for seasonal car care tips.