

Take the guesswork out of finding the right auto repair shop



Looking for the right repair shop for your vehicle? The nonprofit Car Care Council recommends asking a few simple questions to help identify an auto repair shop to properly care for one of your most valuable assets.

- Does the business employ ASE-certified technicians? Credentials and affiliations are indicators of professionalism and the management's commitment to training and education.
- Are the shop and customer waiting area clean and organized? Cleanliness and organization are signs of a well-run business.
- Are customers greeted and treated in a friendly and respectful manner? Many auto repair businesses excel in the area of customer service and satisfaction. A simple phone call to the shop to inquire about its services can give you a glimpse of how they treat customers.
- Does the business provide a written estimate? The business should complete a written estimate and request your signature prior to starting any repairs on your car.
- Does the business offer a warranty? Most auto repair businesses offer a warranty on parts and labor, and the warranty is usually in writing or posted in the waiting area.
- Does the business have a list of satisfied customers or references that it is willing to give to you? Satisfied customers and recommendations from family, friends and neighbors are helpful in finding a good shop. Many auto repair facilities also have company websites that are worth checking out, as they often include testimonials and additional information about the business.

The Car Care Council [video](#) "Auto Service & Repair: What to Expect" provides straight talk on such topics as finding the right auto repair facility, what to expect at the shop and what questions to ask. The video also covers the real truth about consumer rights and the manufacturer's warranty. For a copy of the council's Car Care Guide or for more information, [visit the website](#).