



WE'RE ALWAYS WITH YOU.®

AVOID CAR REPAIR RIP-OFFS

- ☐ Read your owner's manual – know which services and repairs need to be performed and when. Also, know if your car is on a normal or a severe driving maintenance schedule.
- ☐ Keep your receipts. This will provide you with a complete repair history for your vehicle and allow you to predict future maintenance.
- ☐ If you doubt a repair is necessary – get a second opinion from another shop.
- ☐ Check with the Bureau of Automotive Repair at **(800-952-5210)** or www.dca.ca.gov and the Better Business Bureau (BBB) to see if there are complaints against a facility.
- ☐ Check your engine oil – if it is golden brown, it likely doesn't need to be changed.
- ☐ Check your automatic transmission fluid – if it is red and does not smell burnt it likely doesn't need to be changed.
- ☐ When choosing a repair shop look for affiliations like AAA, BBB, ASC, and ASA.
- ☐ Look for repair shops that have National Institute for Automotive Service Excellence (NIASE) certified technicians.
- ☐ Be sure the shop is clean, well organized, has up-to-date equipment, and technicians who specialize in the type of vehicle you drive or the service you are having done. Look for a 12-month or 12,000-mile repair warranty.
- ☐ Explain your repair problem clearly. Listen to the technician's explanation of what repairs are necessary.
- ☐ Obtain a written estimate before allowing work to be done.
- ☐ Choose a repair shop that uses original equipment manufacturer (OEM) parts. If repairs are needed, have the old parts returned to you.