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#### Ask Six Simple Questions To Select The Right Auto Repair Shop

(NAPS) - By asking six simple questions, you may be better able to identify the right auto repair shop to properly care for one of your most valuable assets, your car. WHAT TO ASK:

1. Does the business employ ASE-certified technicians? Credentials and affiliations are indicators of professionalism and the management's commitment to training and education.

2. Is the shop and customer waiting area clean and organized? Cleanliness and organization are signs of a well-run business.

3. 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 their services can give you a glimpse of how they treat customers.

4. 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.

5. 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.

6. Does the business have a list of satisfied customers or references that it is willing to give 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.

"A vehicle is a major purchase for most people, so it makes sense to take the time to select an auto repair facility that will take the best care of that investment," said Rich White, executive director of the nonprofit Car Care Council. "Being

an informed auto care consumer means not only learning about your vehicle and its service needs, but also the facility that will make the repairs."

A Car Care Council video, titled "Auto Service and Repair: What to Expect," provides valuable information on such topics as what to expect at the shop and covers the real truth about consumer rights and the manufacturer's warranty. The Car Care Council is the

The Car Care Council is the source of information for the "Be Car Care Aware" consumer education campaign promoting the benefits of regular vehicle care, maintenance and repair to consumers.

#### LEARN MORE

To order a free copy of the popular "Car Care Guide," visit the council's consumer education website at www.carcare.org. It may pay to find out a few

facts before you let anyone work on your car.



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It is easy for motorists to take their tires for granted when everything is working correctly. Wheels and suspension systems bear the weight of cars and trucks and must bear the brunt of rough roads, pot holes and any additional obstacles, so some wear and tear is to be expected.

Many drivers know to monitor their tire pressure, but it's also important to check for worn treads and inspect tires for punctures or damage. Proper tire alignment and balance also is essential for a comfortable and smooth ride. BALANCE:

Balancing tires involves equalizing the weight of the combined tire and wheel assembly so that each tire spins smoothly on the road. Tires are mounted on the wheel assembly, and the chances of this assembly having precise weight distribution is nearly impossible without a little help. According to Discount Tire, the slightest imbalance in the tires, even as little as half an ounce, can be felt by drivers.

Unequal mass can make tires wobble, causing noticeable vibrations.

Mechanics will test tire balance by putting it on a balancing machine. The machine will spin the tire and determine the tire's heaviest point. Counteracting weights will be placed on the tire hubs to create a more uniform balance of weight. Lead weights are often used, but some are being phased out for other metals, such as zinc, because of the medical and environmental implications of lead.

Tires that are not balanced will not only cause vibration, they also can lead to uneven wear. ALIGNMENT:

Tire alignment is another way to reduce wear on tires and help avoid steering and "pulling" problems. Bridgestone Tires defines tire alignment as an adjustment of the vehicle's suspension, or the system that connects a vehicle to its wheels.

When tires are not properly aligned, drivers may notice uneven tread wear. Misaligned tires also may cause the vehicle to pull to the left or right. Drivers who notice their steering wheel is off-center or vibrating when they are driving may need to adjust their tires' alignment.

Camber, or the inward or outward angle of the tire when viewed from the front of the vehicle, will be adjusted. In addition, "toe," or the extent to which the tires turn inward or outward when viewed from above, will be adjusted. Caster angle also helps balance steering, stability and cornering. Caster is the angle of your steering axis when viewed from the side of your vehicle.

When tires are balanced correctly and aligned, vehicles will offer a smooth ride with little to no vibrations. Having tires serviced can maximize their performance and lifespan.

Tire balance is checked on a machine that will measure heavy spots. Technicians will apply weights to the tires to balance any inconsistencies in weight.



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Service Excellence. 2. MAINTAIN A CLEAN VEHICLE. Car washes do more than just clean a vehicle. Routine washing and waxing can remove dirt that, if left on a vehicle, can gradually scratch paint and contribute to chips and rust. Over time, rust can affect vehicle performance and may even compromise the safety of drivers and their passengers if bad enough frame rust affects structural integrity. Routine washing also can remove road salt from vehicles. Salt can build up during winter when roads are routinely treated during and after snowstorms. Road salt can be extremely corrosive and, if left unremoved from a vehicle, can contribute to rust that ultimately can cause extensive damage to a vehicle. 3. ROUTINELY CHECK TIRE PRESSURE. Many of today's new vehicles alert drivers when tire pressure is low. Drivers should not ignore such warnings, as low tire pressure can affect engine performance by forcing it to work

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### Flat tires are a nuisance, but even the most well-maintained vehicles can be vulnerable to the occasional flat. Ensuring tires are properly inflated and in good condition can help drivers

avoid accidents, but won't necessarily make tires immune to flats. The following are some essential items that all drivers should keep in their vehicles so they can quickly and correctly replace flat tires. • SPARE TIRE: Spare tires are

typically located in the trunk beneath the carpet-like mat covering the area. SUV drivers may have their spare tires mounted on the back of their vehicles, but some are located automobile. beneath the



Items Necessary To Fix A Flat Tire Periodically inspect spare tires to make sure they are inflated. When buying or leasing new cars, drivers should always confirm if the vehicle comes

with a spare. • JACK: A jack is necessary to change a flat tire. Scissor jacks are widely used and tend to be the jacks most people keep in their trunks. These jacks are lightweight and won't take up much space, and the handle is typically the tire iron that comes with the vehicle. Some jacks are specially designed to fit the vehicles they came with, so when shopping for replacement jacks, make sure any you are considering are compatible with your car or truck.

LUG WRENCH: A lug wrench is necessary to remove hubcaps or wheel covers. Drivers should determine if their vehicles require a special tool to remove wheel covers. Such information will be indicated in the owner's manual, which should be kept in the vehicle at all times

• WHEEL WEDGES: Wheel wedges can be placed in front of or behind tires to prevent the car from rolling while drivers change their flats. When changing a rear tire, place the wedges in front of the front tires. When changing a front tire, place them behind the rear tires.

MISCELLANEOUS ITEMS: While the aforementioned items are all that's necessary to change a tire, some miscellaneous items can facilitate the process of replacing a flat. In their cars, drivers can keep a small cloth bag containing a pair of gloves, a flashlight, batteries to go with the flashlight, a poncho to keep them dry should they need to change a tire in the rain, and a ballcap that can keep rain or sunlight out of their eyes so they can focus on the job at hand. It's also a good idea to keep a blanket in the trunk of your car so passengers can stay warm inside while the flat tire is replaced.



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dashboard signal. One such signal is the "check engine" light. Many drivers have little idea what to do when this indicator lights up, and this light can cause some anxiety. According to Consumer According Reports, a check engine light

a car's onboard diagnostics. The light turning on may indi-cate something minor, such as a loose fuel cap, or something more serious like a misfiring engine. When the light turns on. drivers wondering why may want to see if the answer is

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check engine light come on. Take off the cap and then reseal it to see if that alleviates the problem. Cracked caps will need to be replaced.

2. Dirty oxygen sensor: A faulty or clogged sensor may not provide the right information about unburned oxygen from the vehi-cle's exhaust. This sensor monitors how much fuel is burned. Compromised data can cause a decrease in fuel efficiency. Some do-it-yourselfers can replace an oxygen sensor on their own, but those who can't should have the issue addressed immediately by a professional.

Too much speed or load: Towing a trailer or another heavy item may put strain on the vehicle and cause the light to come on because of loss of power. Lightening the load and

proof, and sometimes an electrical short or another similar problem can cause a light to come on. Bring the vehicle to an automotive supply store. Such stores typically have diagnos-tics tools that can be hooked into the car's computer and provide a more detailed under-standing of what is triggering the check engine indicator.

In many cases, a steady check engine light is not a serious concern. However, when such a light comes on, drivers should try to find out why as soon as possible.





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motorists even realizing it. Automotive insurance provider State Farm savs most insurance companies consider several factors when calculating the cost of car insurance. Recognizing which situations can increase or lower

live in highly populated, urban areas likely will have higher premiums than others who live in more rural towns. That's because greater population density often translates into more people on the road, and a greater chance for

statistically men get into more accidents. However, as a person moves into his or her senior years, the roles reverse. Older women may see higher rates than men the same age.

• Keep make and model in mind. National Institutes of Health found The type of vehicle driven can that single drivers were twice as affect insurance premiums likely to be in an auto accident as Certain insurance carriers will married drivers. Combining poliincrease premiums on vehicles cies also can help married people that are more susceptible to damsave. Follow the rules of the road. age. Flashy sports cars or those that do not score as highly on Drivers who have moving violavehicle safety ratings calculated tions, drink and drive or engage in by industry experts may result in otherwise risky behavior behind high premiums. Vehicles that are the wheel may see their rates soar. Insurance companies weigh fac-tors such as driving record, age, locality, and more when assessdesirable to car thieves also may cost more to insure. Researching vehicles prior to purchase and checking the rates for those cars ing premium costs. Drivers have some room to get lower rates by or trucks with insurance compaknowing the factors that deternies can help keep costs low. Commuters may pay more. mine their premiums.

times can lower premiums.

• Tie the knot. Insure.com says married couples have been found to be less of a risk to insurance providers statistically than those who are single. A study by the



costs can help drivers get the best rates and coverage needed. Although it can be tempting to reduce the price of insurance by

benders or theft. By moving, a person may be able to cut rates. Gender and age are factors. One can't step into a time machine, but

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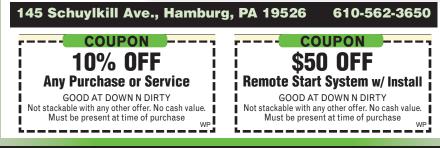
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ENGINE. Because of the air-tofuel mix in engines, even a mixture that is slightly off balance can affect what is going on under the hood. That means the engine must work harder to get enough clean air into the chamber to complete the combustion cycle, says the Automotive Training Center. ENJOY MORE POWER. A filter that is saturated with dirt will restrict air flow. In such instances, drivers may notice a lack of power during acceleration. Replacing the filter can easily restore that pep. • REDUCE VEHICLE EMIS-SIONS. Environmental concerns are a priority for many people. By keeping the engine

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working properly, with the advantage of clean, unobstructed air entering the chamber, a vehicle may produce lower emissions. Replacing air filters is an easy fix that many drivers can do

themselves, or ask their mechanics to do during oil changes or other repair shop visits.



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Maintaining a vehicle is more than just a way to protect one's financial investment. Vehicle maintenence can protect against accidents and make the road safer for drivers and their passengers as well as their fellow motorists.

Fully functioning brakes are an important component of automotive safety. In its 2015 Crash Stats report, the National Highway Traffic Safety Administration said that brakerelated problems accounted for 22 percent of crashes where vehicular failure was cited as the cause of the collision. Bad brakes are particularly notorious for rear-end collisions. Faulty,



worn brake lines, antilock brake system malfunctions and worn brake pads and discs are some

potential brake problems. It is important that motorists learn to recognize the first symptoms of brake trouble so they can address issues before they put drivers, their passengers and other motorists at risk of accident or injury.

• UNUSUAL NOISES: Screeching, grinding, rubbing, and highpitched sounds are common indicators that brake pads, rotors and other parts of the braking system need attention. Worn pads can cause damage to other vehicle parts, resulting in more expensive repairs if they're not addressed promptly. · PULLING: If the car pulls to one side when applying the brakes, this may indicate brake pad linings are wearing down unevenly. A brake adjustment may be necessary. Pulling also may be indicative of an object or debris caught in the brake fluid. • LESS RESPONSIVE: If when pressing on the brake pedal the brakes just do not seem to be as effective as they once were, or it is necessary to press the pedal harder for the brakes to engage, there may be a brake fluid leak or an air leak. Check under the vehicle to see if any fluids are pooling.

• PUNGENT ODORS: Firestone Tire Company says a burning smell may be indicative of worn out brake pads and friction on the tires. Each of these issues require immediate attention.

 VIBRATIONS: Certain vibrations may indicate brake issues. Rotors can become warped from metal-on-metal rubbing, potentially leading to a failure of the vehicle to brake properly. Vibrations also may indicate tires are misaligned. These problems can be properly assessed by a trained mechanic. Do not let potential brake problems go unchecked. Keeping brakes in good working order helps drivers stop more readily and avoid collisions.



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