

August

Wheels

Trust is the most important aspect when finding a mechanic/service technician for your vehicle

If you want your vehicle to remain in excellent, dependable working order, you have to give it some tender loving care in the form of regular and preventative maintenance.

Don't wait until it breaks to fix it — it could end up costing you a great deal of money.

The average Canadian consumer spends more than \$700 per year on maintenance.

By practicing regular maintenance, you can reduce that amount and prolong the life of your vehicle.

But how do you find a mechanic/automotive service technician you can trust?

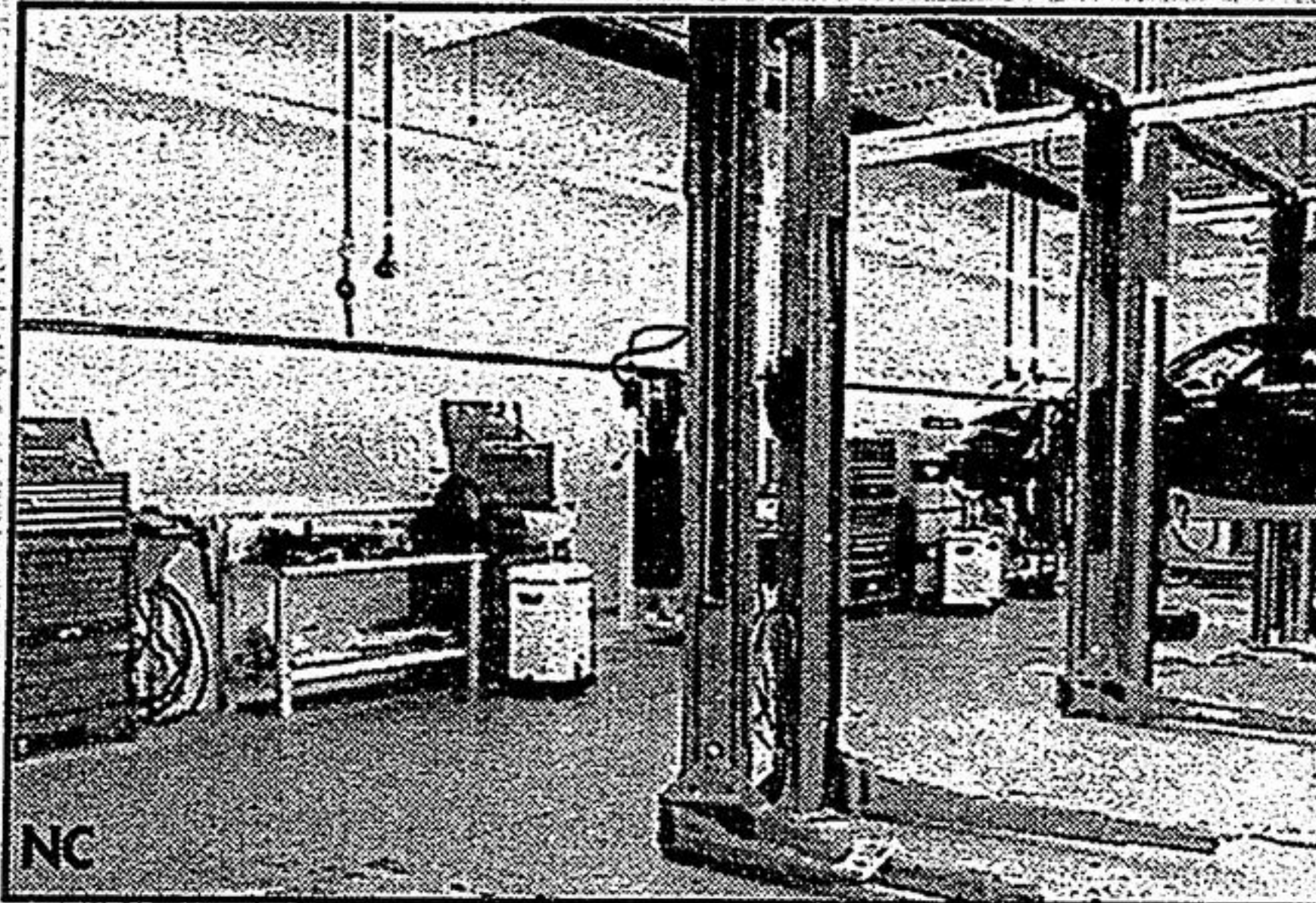
Need time to find a trustworthy technician

Rule number one: don't wait until you're desperate for help.

Finding an automotive service technician you trust is like finding a doctor — you need to build a relationship based on trust and mutual respect.

And these things don't happen overnight.

Most of the business for a repair



When visiting a shop make sure it is tidy and organized and they have the latest equipment.

garage is from referrals. The only way to get referrals is from satisfied customers.

So, if you are looking a new automotive service technician, ask around.

Ask friends, relatives, business associates any anyone else you can think of.

Technicians need to be armed with more than a screwdriver these days

You'll probably get a more reliable feel for who is good and who is not by getting several opinions instead of just one.

If you get a chance, drop in and meet the technicians who will be working on your car.

Is the shop tidy and well organized?

Do they have the latest equipment? Is there evidence that the mechanics in the shop take regular training courses on the latest automotive and diagnostic technology?

The days of the mechanic under the hood with a screwdriver, tuning things until they sing just right are a distant memory.

Now they have to be computer literate technicians, interpreting the communications between the on-board computer system and the

diagnostic computers in the shop.

Whether you go to an independent garage, a department store or a franchised-repair centre, in the end it all comes down to trust.

Help your technician help you

Car Care Canada notes that you can help your automotive service technician by telling the technician what the symptoms are (not what you think the problem is).

You can do this by describing if the problem occurs when the car is warm or cold, at highway speeds or in the city, stopping or accelerating etc.

Get to know your car

Read through the owner's manual so you know what to expect. Turn off your stereo once in a while and listen to the sound of your car when it's healthy, so you're better able to notice when it needs help.

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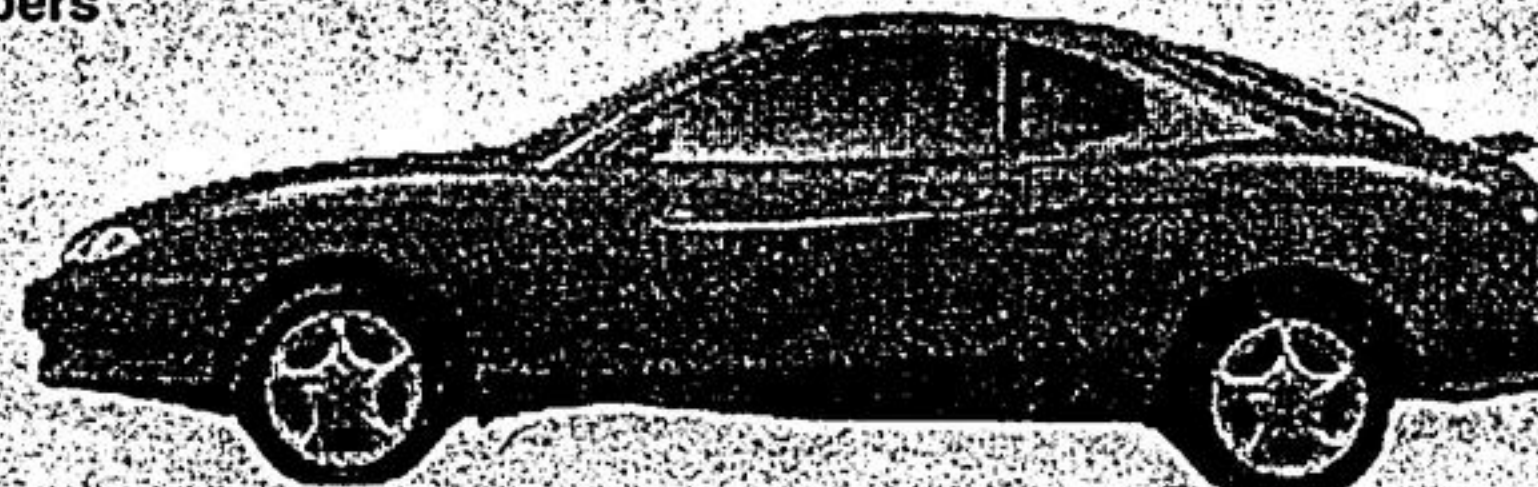
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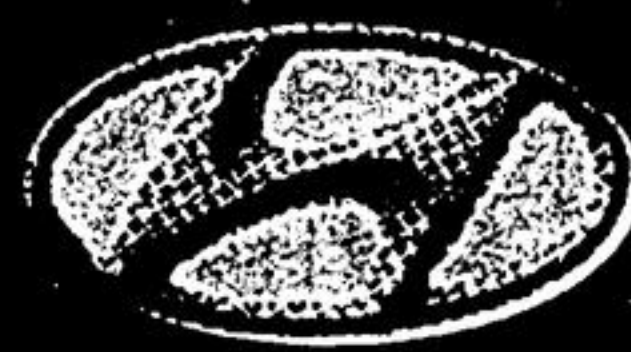
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*Leasing and financing plans from Hyundai Credit Canada. Limited time only, based on new 1997 Accent L 3-dr MSRP from \$10,995; 1997 Elantra GL sedan MSRP from \$13,995, interest rate 7.3%/7.2%, \$158/\$188 per month for a 48 month walkaway lease. Total lease obligation of \$7,584/\$9,024 O.A.C. and optional purchase price of \$4,753/\$7,034. Down payment or equivalent trade of \$850, plus first monthly payment and security deposit (\$200-\$250) required. 20,000 km mileage allowance per year applies. Additional km charge of \$0.08. **MSRP for 1997 Accent L 3-dr from \$10,995. MSRP for 1997 Elantra GL from \$13,995. All lease and purchase prices exclude freight, license, P.D.S. and taxes.

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