

10. Completed repair order is reviewed, explained and signed by the customer. Key and vehicle are returned to the customer.



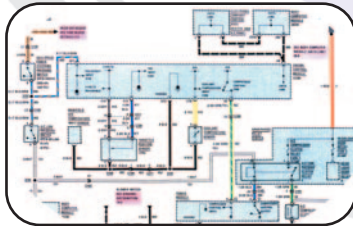
9. After final test drive, the technician confirms the repair was achieved and customer concerns were addressed.



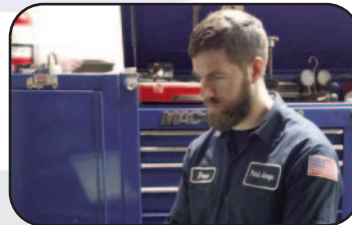
8. Interaction with professional technical hotline services can enhance the speed and accuracy of the evaluation.



7. Technicians must have an understanding of complex wiring diagrams and a working knowledge of computer-controlled systems.



6. Electronic information systems, technical service bulletins and professional forums are essential resources for successfully arriving at a solution to address the problem.



1. Listen and document customer concerns to begin the process of testing, inspecting and repairing their vehicle.



2. A test drive verifies customer concerns and provides additional information.



3. Technicians attend system-specific training on a continuing basis.



4. Ongoing hands-on training enhances the expertise of technicians.



5. Advanced technical equipment is essential to accurately analyze and repair today's vehicles.



10 Steps of Professional Diagnostics



Automotive Service Association®
MEMBER

Resources, time and training help deliver professional diagnostics and a quality repair.

The Key to Professional Vehicle Evaluation

As a member of the Automotive Service Association (ASA), our shop abides by a Code of Ethics. We join with other shops across the nation to improve the image and professionalism of the automotive service industry.



Quality repairs and customer satisfaction are the ultimate goals for our shop. Friendly and experienced personnel are here to provide fair and affordable solutions.

We strive to provide a repair experience that is professional and offers *Quality*:

- Q**ualified technicians trained to use advanced diagnostic equipment
- U**nderstanding the complexity of today's automotive systems
- A**ccurately diagnose your vehicle's problem
- L**istening to our customer saves time in testing and repairing the problem
- I**ntegrity in providing quality parts and service
- T**rust the diagnosis and cost of repair
- Y**our concerns are addressed in a professional manner

THANK YOU for your trust and we look forward to being your complete vehicle repair facility.

ASA Code of Ethics

This establishment subscribes to the following business practices.

- To perform high quality repair service at a fair and just price.
- To use only proven merchandise of high quality distributed by reputable firms.
- To employ the best skilled technicians obtainable.
- To furnish an itemized invoice for fairly priced parts and services that clearly identifies any used or remanufactured parts. Replaced parts may be inspected upon request.
- To have a sense of personal obligation to each individual customer.
- To promote good will between the motorist and members of this Association.
- To recommend corrective and maintenance services, explaining to the customer which of these are required to correct existing problems and which are for preventive maintenance.
- To offer the customer a price estimate for work to be performed.
- To furnish or post copies of any warranties covering parts or services.
- To obtain prior authorization for all work done, in writing, or by other means satisfactory to the customer.
- To notify the customer if appointments or completion promises cannot be kept.
- To maintain customer service records for one year or more.
- To exercise reasonable care for the customer's property while in our possession.
- To maintain a system for fair settlement of customer's complaints.
- To cooperate with established consumer complaint mediation activities.
- To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
- To uphold the integrity of all members of the Automotive Service Association®.



Automotive Service Association®

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Automotive Service Association®



Providing a Professional and Quality Repair Experience for Our Valued Customers

Learn our 10-step process for properly repairing your car and getting you back on the road.