

# Customer Bill of Rights

for the Automotive Repair Industry



When Your Car Needs  
Repair Or Maintenance,  
Avoid Frustrations,  
Dishonest Work,  
And Faulty Repairs  
By Choosing A  
Car Repair Facility  
That Abides By  
The Customer Bill of Rights.

Complaints and lawsuits against the automotive repair industry are at the highest levels ever. They have become a fact of life.

**Over 40 Billion Dollars Done In Unnecessary Repairs.**

Every year there are over 2000 complaints against car repair facilities in Ontario alone. The complaints are mostly about incorrect billing, failure to produce an estimate, shoddy repair jobs, and unauthorised work done. The Automotive Protection Association reported in November 2004 that 56% of repair facilities failed their mystery shopping test.

**The Customer Bill of Rights protects you, the customer.**

Protect Yourself

From Faulty

Workmanship

And Repair Fraud



## Make Sure Your Car Repair Facility Passes These 16 Points.

### 1 Make sure your technician is honest and does not “fabricate” unnecessary repairs:

According to the Federal Commission, over **40 billion dollars** of fabricated repairs are done per year! Customers complain about lack of honesty and integrity:

- Parts replaced although they are still perfectly good
- “Repairs” done that weren’t needed
- Repairs attempted by mechanics who did not have the correct equipment or training to tackle the problem
- Low quality, no-name parts used
- Removing good parts and replacing them with worn parts from another vehicle to get repeat visits

#### Our Standards:

- ✓ We will never repair something that’s not necessary.
- ✓ We will never attempt to repair something that we don’t have the equipment and training for.
- ✓ We will never use low quality, cheap and refurbished parts, unless we discussed and agreed with the customer to do so.

### 2 Are the technicians trained and equipped to fix the problem right the first time?

In many places mechanics, instead of licensed technicians, are performing many repairs on your car, which results in trial-and-error-workmanship.

#### Our Standards:

We use all leading industry standard equipment and databases (All Data & Mitchell) to diagnose the problem quickly and accurately. All our technicians are licensed and must take at least 8 courses of ongoing training per year. We will not attempt to repair something that others can do better.

### 3 Does the technician explain your choices?

Customers have the right to be advised and educated. They should never be exposed to sales pitches. The customer should be in control of making financial decisions every time. Industry results show however that female drivers or less experienced car owners often pay higher repair bills.

#### Our Standards:

We will always use the 3-Level Approach to educating our customers:

- ✓ Advise: Inform the customer about maintenance issues and problems that have no urgency, but that should be brought to the customer’s attention and budgeted for the future.
- ✓ Recommend procedures that could prevent harm to the car in a short time frame. If the customer is not aware of these recommendations they could face a mechanical breakdown, more costly repairs in the future, higher maintenance costs or loss of the value of the vehicle.
- ✓ Severe Safety: Warn about issues that could endanger a life or cause an accident.

### 4 Does the garage honour the client’s time and never overbooks?

Overbooking is a sign of poor business management. Repair shops who fear losing the sale tell you to bring your car in at any time and it is left standing on the lot.

#### Our Standards:

We book to a maximum of 80% capacity to accommodate walk-in and emergency repairs. 90% of our repairs are completed within ONE day. We always offer to pick up the client’s car or shuttle you to your work place. We guarantee that your car is finished on time. If we can’t keep this promise, we’ll give you a rental car for FREE.

### 5 Accurate records save you money and unnecessary repairs.

Lack of record keeping is a warning sign of poor quality, consistency and warranty.

#### Our Standards:

We keep computerised records and written hard copies of every visit. This allows us to keep track of previous advisories, remind you of planned services and we will have all your warranty information on hand. You’ll also get a printout of your complete service record when you’re

selling your car, which could allow you to sell your car on average for \$350 to \$900 more.

### **6 Watch out for overcharging, double billing, and unauthorised repairs.**

Don't get billed twice for taking the wheels off, when there is work on your brakes and suspension. Don't pay a bill if it is over 10% more than the written estimate.

#### **Our Standards:**

Charge the actual time needed for combination jobs – always charge a fair rate. Always provide written estimates including all taxes and fees prior to starting a job.

### **7 Real Warranty.**

The industry standard for repair services is between 3 and 4 months for new parts only . Our warranty for any repair is a full 24 months or 30,000 kms, on parts and labor.

### **8 Honour the Manufacturer's Warranty.**

Some repairs are covered under warranty, even if the dealer declines the claim. Some cars are under recall. Some parts have a longer warranty than the original bumper to bumper warranty. We inspect carefully what warranties apply to your car before we start the job and if the dealer should do the work for FREE, we'll take your car there for you. No hassle for you and you won't pay extra for this service.

### **9 We perform a 28-Point Maintenance and Visual Inspection.**

We perform a 28-Point Maintenance and Visual Inspection every single time you bring your car into our garage to ensure good operation and detect warning signs of immediate breakdown. Regular maintenance inspections reduce the overall repair costs by 46% (J.D. Power).

### **10 \$1,000,000 Insurance – Minimum.**

Insist to see a valid certificate of insurance for damages while your car is in the garage and for general liability, should you have an accident or encounter problems after a bad repair.

## **11 Beware of unrealistic discounts.**

Many "special" offers are gimmicks designed to get your car into the shop and then to pressure you into repairs that you don't need or don't want.

### **In Addition, Insist That Your Repair Shop:**

12. Show proof of licenses.
13. Inform about and assume responsibility for sub-contract labour.
14. Inform you directly about unforeseeable changes – no five o'clock shock.
15. Return your car cleaner than you brought it in.
16. Provide maintenance programs that save up to 46% of repair costs.

### **Additional Services**

- ✓ FREE Shuttle Service
- ✓ Early drop-offs and late pick-ups
- ✓ Rental cars for only \$15 per day
- ✓ Drive Clean testing facility
- ✓ FREE Drive Clean if you don't pass
- ✓ FREE flat tire service and tire rotation on tires purchased from us
- ✓ 4-wheel alignment
- ✓ FREE battery replacement program
- ✓ FREE car selection consult
- ✓ FREE pickup and delivery of your car
- ✓ Payment plans (OAC)
- ✓ Personal service – direct contact to the technician
- ✓ Clean uncluttered facility
- ✓ Open door policy – have access to your vehicle in the back
- ✓ 24-hour towing service
- ✓ Unbiased off-warranty inspection
- ✓ Pre-purchase inspection
- ✓ Ontario Safety Standard Certification



# The 16-point Customer Bill of Rights

for the Automotive Repair Industry

1. Honest practices – no fabricated repairs
2. Licensed technicians to fix the problem right the first time
3. Advise and educate customers thoroughly
4. Respect customer's time – no overbooking
5. Accurate records to save you money
6. Fair charges for actual work performed
7. Real warranty
8. Honour manufacturer's warranty
9. 28-Point Maintenance and Visual Inspection on every visit
10. \$1,000,000 insurance minimum
11. No "gimmick" discounts
12. Show proof of licenses
13. Assume responsibility for sub-contract labour
14. Inform immediately about changes
15. Return car cleaner than brought in
16. Provide maintenance programs that save up to 46% of repair costs

Make Sure  
Your Repair Shop Abides By  
"The Customer Bill of Rights".

The Industry Standards  
weren't strong enough,  
so we were forced to create  
the strictest  
consumer protection  
bill in the industry.



When your car needs  
repair or maintenance,  
avoid frustrations, dishonest  
repairs, and faulty work  
by choosing a car repair  
facility that abides by  
The Customer Bill of Rights

This company is in compliance:

