

# FALL/WINTER CAR CARE A Classified Advertising Feature Page



Describe, do not diagnose

Once you go to the reast facility be
prepared to describe the symptoms.

Many shops are very busy, so ty to be
concise, but avoid catabilishments
where you feel rushed, infinidated, or
that your comments are not welcome.

Carry a written list to give to the
especially important in larger shops,
where the work order may be passed
from service writer to technician.

Resist the temptation to suggest a
specific course of repair or to demande
would with your physician, tell where
it hurts and how long it's been that
way, but Jet the technician diagnose the
problem and recommend a remedy.

Ask questions

fees.
Ask to be called and apprised of the problem, course of action, and costs before work begins.
For ASE's free brochure, "Putting It All Together: How to Communicate for Better Automotive Service," send a cong, stamped envelope to ASE. Dept. MCF92, PO. Box 347, Herndon, VA 2070.

**™**Opar

XPRESS

## Cars...the true second home

It is difficult to leave habits from home inside of the house; they seem to follow people directly to the station-wagon, hatchback, van, Jeep etc., and sometimes remain there.

How many times have women been seem driving along the highway, steering wheel in one hand, compact in the other? Or mean smoking, direking colfee, resaling the neverspeper and driving. People can't wash their hair in the car, but they manage to comb, brush, spitt, even hot cut if (it is possible, with a battery-operated, portable cutting iron).

### Hamburger in one hand...

Frod can't be cooked in a car, but breakfast, lunch and dinner — and sancks.— Fequently appear, and sometimes are eaten on plates and glasses fit for a fancy dining room table.

Minor inconveniences, such as the tack of running water, is by no means a fleeterent. One woman was spotted on a long Island throughway brushing the hang Island throughway brushing the related to the state of the stat

### Personal hygiene on the road

No time to shave? Not for two men-sen driving a minivan on a Connecticul toad. Shaving cream and all—they hade do. Many people are absolutely shameless—their car is an important part of their tives, and they will do in it whatever comes naturally, such as changing their

O'thome is where the heart is," the saying poes. But home also is where the caris.

People often call the places they frequent—their office, clastroom, or the house of a relative or friend—their shome away from home. For those was a usual to the control of the

### Kids and cars

Kids and cars

For children, the car can be a place of excitement and joy — they can play portable games desired they can play portable games desired they can play portable games desired they can play they can be a place play they can be a place where a child is unable to escape discipline. There are no closets, beaseneds or bedrooms in which to hide, no walking out is nearly impossible. Impleasant in the play in the play they can be a place where a child is unable to escape discipline. There are no closets, beaseneds or bedrooms in which to hide, no walking away in a buff — and in a car, training out is nearly impossible. Impleasant when stuck in a moving which, because their is no escape. Many a child has been cent in the back seat of a car crying tears of fustration and embarrassment, probably intensified by the audition of curious onlookers in the cars nearby.

Carching some zzz s
concines a feizurely car ride is more
enticing than your own bed, proven by
those who have been seen senorting
across the back seen
the seen seen seen seen seen seen
privileged people— what they have is a
house on wheels, plus the option to
move— at anytime— to the mountains,
or to a warmer climate, to a farm, or perbase is an area with a view of the ocean.
But for people whose homes are for
ever stationary, the key home
to the one that starts the significant
bome is the one that starts the significant.

## How to communicate for better automotive service

Even though today's vehicles are high-tech marveis, when it comes to automotive maintenance with a substitution of the maintenance with the maintenance of automotive technicians, notes that customer involvement throughout the repair process can help casure smooth repairs. AEE offers the following information on the importance of good communications in the automotive repair process:

Do your homework

Po your homework

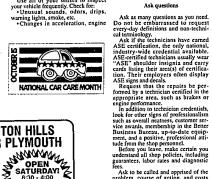
## Do your homework

Get involved and take an active role. Read the owner's manual, familiarize yourself with the basic components, follow the service schedules listed in the manual, and keep a log of all keeping good records.

Use all of your senses to inspect your vehicle frequently. Check for:

"Unusual sounds, doors, drips, warning lights, smoke, etc.

"Changes" in seccleration, engine





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