

## APPLIANCE DOCTOR

# The doctor is in emergency — and he needs your help

BY JOE GAGNON  
SPECIAL WRITER

In my column dated Sept. 7, I wrote about the service industry and how better laws are needed to protect the consumer from the few unethical appliance repair centers in business today. I mentioned that I would be meeting with state Rep. Lyn Banks and that meet-

ing was completed just a couple of weeks ago.

The meeting went very well and I can assure you that Ms. Banks has a thorough understanding of why better protection is needed for you and that she knows how to accomplish this in Lansing. Even though the mood of the public wants less government involvement in

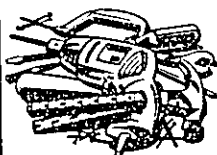
our lives, let me say that in this case there is no other way.

I'm going to get very personal with each one of you who reads this article today. You may have read stories in the past or even recently about my involvement in consumerism and the appliance industry. The many television and radio interviews across the country have

put me into a spotlight that I sometimes wish didn't exist. The creative process of this consumer gladiator (that's a quote from a newspaper) began in 1985 when I attacked my own industry. The result of my criticism was read about by thousands on the front page of

See GAGNON, 15D

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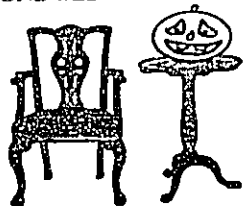
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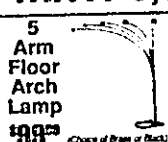
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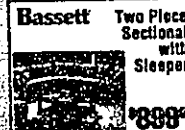
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