

Doc from page 1A

non on consumer legislation. "He's sincere. I haven't found any hidden agenda," said Glenn Hoge, host of WXYT-AM's "The Handyman Show"; "I don't think it's for self-preservation. I think he has a real desire to provide information and be helpful to people."

One might wonder if Gagnon has an axe to grind. Not so.

Gagnon is the first to say there are good people in the appliance and service industry. The ones who are not give it a bad name, he adds.

Before buying Carmack Appliance, Gagnon worked as a service manager.

"The embarrassment of telling anyone I was in the appliance repair business, the lack of being proud, that's what motivated me to do this," Gagnon said.

"In a sense I am bringing respectability to the appliance industry... in the fact they know

there are good and honest ones, too."

Gagnon came to Michigan in 1968 as a defenseman for the Lansing Senators hockey team. He once attended a Toronto Maple Leafs training camp and played in the minors with the Eastern Hockey League.

And the book?

He's involved with the Red Wing oldtimers, many of whom are his friends.

"I thought we were going to talk about the book," said Gagnon, pulling out the manuscript from a brown envelope.

According to Gagnon, the book will not be a Time/Life how to, but a "nitty-gritty" examination of the appliance industry. Gagnon names names both good and bad.

Chapters cover such topics as false advertising, service contracts, the Better Business Bureau as well as separate descrip-

tions of major appliances. He reveals some of the tricks used by unscrupulous repairmen.

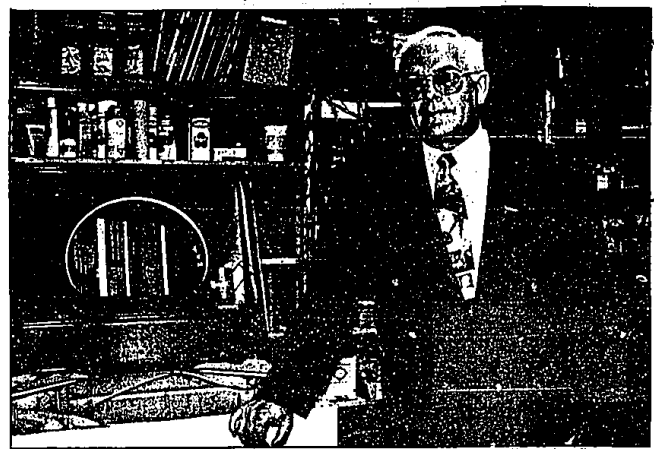
Gagnon tells of the age-old method where a repairman takes a motor from an appliance that may only need a wire and puts the repaired gadget into a new cardboard box. Then, he charges the customer for a new motor.

Another part of the book discusses the use of plastic vents for dryers, which can cause trapped lint to catch fire. Some 15,000 house fires a year are reported nationwide, believed to be caused by dryers.

"That's the most important service I'm doing," Gagnon said. "The fraud is only money. This is a matter of life and death."

Gagnon has worked extensively on the book for a year. He'd find himself up at 2:30 in the morning to add another paragraph.

"I'm proud of the book, don't get me wrong," he said. "But I'm tired of the book."



ANN HEALEY/STAFF PHOTOGRAPHER

Consumer concerns: Farmington resident Joe Gagnon, also known as 'The Appliance Doctor,' helps consumers navigate through the appliance and service industry.

Drain from page 1A

Compensation for shrubs, trees and other plant material that could be damaged or destroyed during the construction will also be settled before the project begins, Costick said.

Tom Biehl, a consulting engineer on the project, said the contractor will earn bonuses of up to \$125,000 for finishing the stages of the project on schedule.

Glen Yrjanainen, chief engineer with the Oakland County Drain Commission, said 10 percent of the money paid to the contractor is held in case of complaints or problems that are the contractor's fault.

The city has already made about \$12 million in improvements to the area's sanitary sewers as part of an overall effort to avoid the massive flooding that took place in 1989 and before.

The city will negotiate easements that are 10 feet further than the 60-foot wide planned construction area to allow construction crews easier access to the project so the project can be completed on schedule.

Tom Blasell, Hills director of public services, said the city is planning to install curbing and

eliminate ditches as an added benefit to the project. But some resident said that would mean widening the street, something they did not want.

Costick said the city would survey the affected residents to see if they wanted the curbing, but added that they would have a new road for free.

"That (road) would normally be something you would be assessed for," he said.

Work on gas mains, resident damage concerns and safety were also covered at the two-hour meeting.

CLARIFICATION

An article in Thursday's edition of the Farmington Observer should have said David York collected the most votes in Precinct 8 and Susan McKendrick won Precinct 7 in Monday's school election.

Also, the child in a photo on Page 2A in the same edition should have been identified as Ben York.

Ilitch-Murray replaces sister as speaker for lecture series

Lisa Ilitch-Murray of Little Caesars Enterprises will replace her sister, Dennis Ilitch-Lites, as keynote speaker Thursday at the Viewpoint Lecture Series at the Michigan Design Center in Troy.

She will speak on "Making a Difference in Detroit." Dennis

Evoo, vice president of architecture for Little Caesars, will be featured.

The continental breakfast begins at 9:30 a.m.; the lecture starts at 10 a.m. The public may attend. Admission is \$7. For more information, call 649-2020.

March Tire Co. GOODYEAR

<p>FREE TIRE ROTATION WITH LUBE, OIL & FILTER</p> <p>\$15.95 Reg. \$31*</p> <p><small>Pour in the Protection Most Cars & Light Trucks Hazardous Waste Disposal Charge \$1.10 Expires 7-5-93 W/Coupon</small></p>	<p>FREE 1 Gallon Washer Solvent with \$8.00</p> <p><small>Expires 7-5-93 W/Coupon</small></p> <p>COMPUTERIZED FRONT END ALIGNMENT \$25.95 Reg. \$39*</p> <p><small>Most Cars & Light Trucks Expires 7-5-93 New Alignment at Additional Cost</small></p> <p>4-WHEEL BALANCE & ROTATION \$20.00 Reg. \$34*</p> <p><small>Expires 7-5-93 W/Coupon</small></p>	<p>PREVENTIVE MAINTENANCE TUNE-UP</p> <p>4 Cyl... \$39.95</p> <p>6 Cyl... \$49.95</p> <p>8 Cyl... \$59.95</p> <p><small>Includes resistor spark plugs, labor, adjust timing and carburetor where applicable. Check all fluids and filters, test battery and road test. Diagnostic Service Available. Most Cars and Light Trucks</small></p>
--	---	---

March Tire Co.

<p>Plymouth 767 S. Main 455-7800</p>	<p>Farmington 33014 Grand River 477-0670</p>	<p>Southfield 28481 Telegraph 353-0450</p>
<p>Canton 5757 Sheldon Rd. 454-0440</p>	<p>Westland 35235 W. Warren 721-1810</p>	



WHEN IS THE BEST TIME TO CALL A PHYSICIAN?

Before you need one!

No matter how healthy you are, anyone can fall victim to an unexpected accident or sudden illness. When that happens, it's nice to have a personal physician you can turn to.

Finding the right physician isn't easy. That's why St. Mary Hospital offers a no cost, no obligation, physician referral service. Our representatives can help you find the right physician specialist near your home or work who has convenient office hours and accepts your insurance plan. If you desire, you can even be connected to the physician's office for an appointment. Best of all, the physician is affiliated with St. Mary Hospital of Livonia. St. Mary has been providing quality care to area residents for over 30 years.

So, before you look for a physician in the yellow pages, or compile a confusing list of names and telephone numbers from friends, call

St. Mary Hospital Physician Referral Service 464-WELL

St. Mary Hospital
3672 W. Five Mile
Livonia, Michigan 48154
464-4800

<p>St. Mary Hospital Family Medical Center 19330 Merriman Rd. Livonia, Michigan 48152 474-2910</p>	<p>St. Mary Health Care Center - Livonia 8001 Middlebelt Rd. Livonia, Michigan 48150 421-1162</p>	<p>St. Mary Health Care Center - Northville 43000 W. 81a Mile Rd. Northville, Michigan 48167 347-1070</p>	<p>Marian Women's Center Marian Professional Bldg. 14880 Lorenz, Suite 212 Livonia, Michigan 48154 691-3314</p>
---	--	--	--

St. Mary Hospital is affiliated with William Beaumont Hospital

TENTH ANNIVERSARY CELEBRATION

These Jenny Craig clients lost a total of 466 pounds.

10 WEEKS FOR \$10.*

Celebrate our tenth anniversary with very special savings. Join now and pay only \$10 for a ten week period. That's \$50 off our normal weekly program fee.

For just \$1 a week, you'll get one-on-one counseling, weight management classes and your own personalized exercise plan. Jenny's Cuisine, which ensures you a 100% nutritionally balanced menu plan, is an additional purchase.

CALL 1-800-97-JENNY

JENNY CRAIG
Weight Loss Centers

* Program fee • Individual results may vary • Maintenance/Products optional • Limited time only • Open Saturdays and evenings © 1993 Jenny Craig Weight Loss Centers, Inc.