TAKE CONTROL BEFORE YOU ROLL

Auto Repair Fraud

How to Choose a Repair Shop

- Ask for recommendations from friends, family, and other people you trust. Look for an auto repair shop before you need one to avoid being rushed into a last-minute decision.
- Shop around by telephone for the best deal, and compare warranty policies on repairs.
- Ask to see current licenses if state or local law requires repair shops to be licensed or registered.
- Look for shops that display various and current certifications that indicate some or all of the technicians meet basic standards of knowledge and competence. Remember, the certification alone is no guarantee of good or honest work.
- Make sure the shop will honor your vehicle's warranty. Ask if the technician or shop has experience working on the same make or model vehicle as yours.
- If you need expensive or complicated repairs, or if you have questions about recommended work, consider getting a second opinion.
- Find out if there will be a diagnostic charge if you decide to have the work performed elsewhere. Many repair shops charge for diagnostic time.

Before and After the Work is Done

If you decide to get the work done, ask for a written estimate.

- An estimate should identify the condition to be repaired, the parts needed, and the anticipated labor charge.
- Make sure you get a signed copy.

- The estimate should also state that the shop will contact you for approval before they do any work exceeding a specified amount of time or money.
- After the work is done, get a completed repair order describing the work done. It should list each repair, parts supplied, the cost of each part, labor charges, and the vehicle's odometer reading when you brought the vehicle as well as when the repair order was completed. Ask for all replaced parts.
- Protect your auto repair investment by understanding what is covered under all warranties and service contracts that apply to your vehicle or vehicle repairs. Get everything in writing.

For more information on auto repair fraud, contact the Auto Fraud Section of the Louisiana Department of Justice at 1-800-351-4889.