

# avoid car sales and repair rip-offs

**Even a used car can be a big expense. It pays to be careful when you're buying one.**

- Always test drive a car before deciding whether to purchase it. Take it on a variety of roads (in town, on the highway, etc.) so you can get a good sense of how it handles and sounds in different situations.
- Don't judge a car by how it looks — there could be hidden problems that are costly or impossible to repair. Getting a vehicle history report and having a mechanic inspect the car thoroughly *before* you buy can save you major headaches down the road.



**Protect your investment by choosing a good mechanic and repair shop to work on your car.**

- Look for repair shops that are accredited by the Motorist Assurance Program, employ mechanics certified by the National Institute for Automotive Service Excellence to work on the specific repairs that your car requires, and belong to programs encouraging good business practices.
- Be specific about what you want done or in describing the problem your vehicle is having. Get a written estimate, and make clear that you want to be contacted before any work is performed beyond what you authorized.

Have a problem with a car purchase or repair? Try resolving it directly with the person or business you dealt with. If the business belongs to a program that handles complaints, contact that program if you need help. Your state or local consumer protection agency may also be able to advise and assist you.



The experience you want.™

These tips about buying used cars and servicing vehicles are brought to you by CARFAX ([www.carfax.com](http://www.carfax.com)), the Motorist Assurance Program ([www.motorist.org](http://www.motorist.org)), Firestone ([www.FirestoneCompleteAutoCare.com](http://www.FirestoneCompleteAutoCare.com)), and Midas ([www.midas.com](http://www.midas.com)).

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