



## How To Shop For Car Service Or Repairs So That You Won't Be Ripped Off!

### Ask the right questions, get the right answers

We want you to ask the right questions of your dealership, mechanic or car service centre. These people will be in charge of the vehicle that could save your life, so if they don't have time to answer your questions, then consider whether you want to hand over your hard earned cash to them.

### It's impossible to compare car services on price. Here's why.....

If you want to buy a new television, you can call different stores with a model number and ask for their price. The television is the same, so you're comparing the price of *exactly the same thing* at different shops. However, when you call up about, say, the cost of a 40k service for a 1998 Honda Accord, you can't compare the price of exactly the same thing, *because everyone has a different idea of what the service includes*. There are hundreds of variables involved, and cheapest is rarely the best.

### So ask these specific questions instead:

- Do you offer the complete minimum service as outlined in my owner's manual?
- Do you offer more than the minimum? If so, what do you offer? (Note: the minimum requirements in your owner's manual are not enough to keep your car in good condition for the long term).
- What brand and quality of parts will you use on my car?
- What are the qualifications and experience of the technician & workshop performing the work? (You want to be certain you are receiving proper advice and high quality workmanship).
- Is your workshop clean, organised and fully equipped? (Good sign of high workmanship standards).
- Do you fix problems that do not exist?
- Do you have testimonials from satisfied clients on your website?
- Are you affiliated with industry leaders such as RACQ and MTAQ (unscrupulous mechanics are rarely associated with industry bodies because they cannot meet their stringent requirements)

### Let's say you bring your car to Mansfield Motors, only to find out that your car has quite a few problems. You're thinking, but no one has ever pointed out these problems to me! Our response is....

Unfortunately within our industry a lot of service centres will simply change the oil and close the bonnet to keep the service cheap. However, we believe it's our duty of care to advise you on the overall condition of your car. We believe it's your *right* to know. And then it's your *choice* to fix them.

At Mansfield Motors we never EVER rip you off. If we've suggested repairs it's because your car needs them. Left unchecked, the problems will only get worse and will compromise safety and reliability.

Please rebook your car now, and allow Mansfield Motors to bring your car up to a completely safe and reliable standard. Early intervention is the key to safe and reliable motoring.

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