

Frequently Asked Questions

Q: How does Auto Advocates interface with my auto repair shop or facility?

A: When you bring your vehicle in for any repair or scheduled maintenance, you call Auto Advocates and give us the name and number and contact name at the shop. We take it from there. We call the shop and determine the nature of the repair or maintenance work to be done. We verify the qualifications of the mechanic assigned to your job, and we obtain a copy of the written estimate the shop provides to you. Our ASE mechanic/advocate then negotiates your price.

Q: What is ASE Certification?

A: The National Institute for Automotive Service Excellence certifies mechanics in eight specialties including brakes, electrical systems, engines, and heating and air conditioning. Auto mechanics must have two years of experience and pass an extensive standardized exam to become certified. All Auto Advocates mechanics are ASE certified.

Q: What are the typical savings with Auto Advocates' membership?

A: Experience has shown that typical savings average around 30%. However, there are many ways to save money with Auto Advocates. For example, installing non-standard or used parts can void your vehicle's warranty, costing you hundreds of dollars more for many repairs. Negotiating even a one-hour reduction in the labor quoted for a given repair can save you \$50, \$75, even \$100 depending on the repair.

Q: How much does membership cost?

A: A full year of membership for one vehicle costs \$139. There are no mileage or age limitations.

Q: What guarantee of satisfaction do I have?

A: If at any time in the first 60 days, you are not satisfied with your Auto Advocates membership, just say so, and we will refund the entire membership fee.

Join now!

Consumers Automotive Advocates

The unique, low-cost service that assigns an ASE qualified auto mechanic to negotiate each and every car repair for as long as you're a member.



For more information
contact us at 1-800-711-1169

Consumers Automotive Advocates

202 West St. Joseph Street Suite 202
Perryville, MO 63775

- ▶ *Avoid ripoffs, fraud, faulty repairs and more!*
- ▶ *Protect your car's warranty coverage — maintain high resale value*
- ▶ *Recover your low membership fee with your first major auto repair*

Save up to 30% on car repairs...avoid ripoffs... maintain your car's warranty and value... protect your car from defective parts and service...and more!

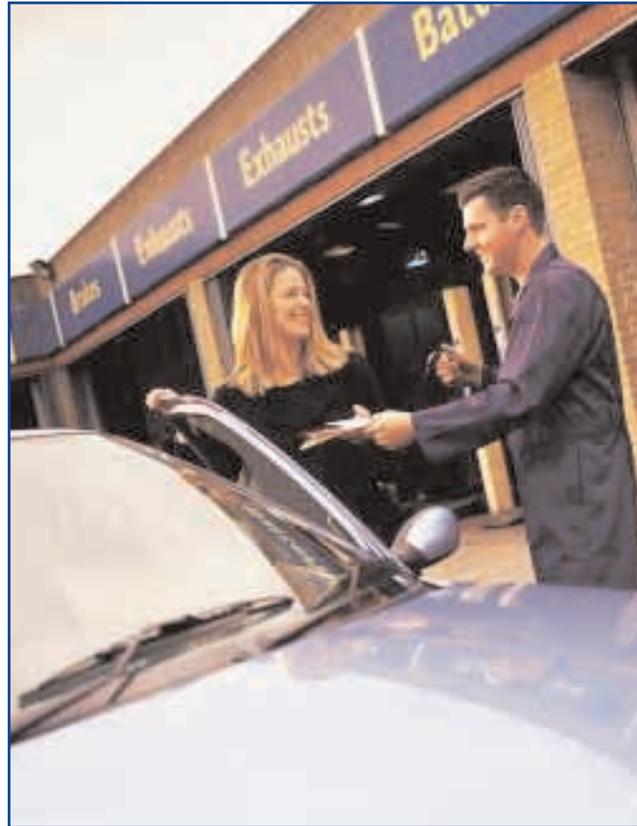
The Auto-Repair Fraud Industry

Auto repair fraud is so extensive throughout the United States, it amounts to an entire industry in itself! It's been estimated that up to 33% of all auto repair is fraudulent with the cost to automobile owners ranging from \$20 billion to as high as \$50 billion.

Auto fraud can be highly organized.

Undercover investigations, class-action lawsuits and individual complaints have revealed repair shop chains offering mechanics commissions on repair cost savings, establishing quotas, running contests and more. Charging for services not performed, switching replacement parts for new ones, "bait-and-switch" scams where low-cost maintenance procedures resulted in owners being tricked into much higher priced — and unnecessary — work, are just a few of the more common frauds.

Women and the elderly are especially targeted for repair scams.



Auto Advocates — the auto repair protection service that pays for itself!

Auto Advocates helps to put an end to one of the nation's greatest sources of fraud, phony charges, cheap parts and false auto repairs that cost owners more than \$20 billion a year! How? We put an ASE certified mechanic on your side whose job is to negotiate the cost of your auto repair and reminds the shop that repairs your vehicle to follow accepted industry standards and to comply with all state and

federal regulations in pricing, parts specifications, and repair of your vehicle.

No more paying for work that wasn't done. No more "wear and tear" that wasn't there. No more junk yard or cheap substitute parts — unless you ok them — being billed at full rate. No more work that wasn't authorized — or any of the dozens of other tricks and techniques repair shops use to rip off customers. No more "hidden surprises" when you get your bill.

What's more, today's cars are heavily computer-operated. It takes more than the traditional "grease monkey" to fix them. Today's mechanics have to be professionally trained on sophisticated computerized systems.

With your membership in Consumer Auto Advocates, a trained professional and ASE certified advocate deals with your dealer, service station or other repair facility to determine that the mechanic working on your car is ASE certified. You can save on repair bills, save on labor costs, and be assured of warranty-quality service, no matter how many miles on the odometer! Often, just showing your Auto Advocates membership card encourages repair shops to treat you honestly and fairly.