

HOW TO USE THIS GUIDE

APPENDIX:

1 - REPAIR SPECIALTIES- Indicates the type of vehicles that the repair facility can work on.

Asian = Toyota, Nissan, Mazda, etc.

Dom= Ford, GM, Chrysler, etc.

Euro= BMW, Mercedes, Volkswagen, Porsche, etc.

2 - MEMBERSHIPS- These are associations that the business belongs to.



Automotive Service Association (ASA)

ASA is an international organization made up of approximately 12,000 member - businesses that work to deliver excellence in mechanical, collision and transmission service to customers. ASA is a leading organization for owners and managers of automotive businesses that strive to deliver excellence in service and repairs to consumers. Members agree to adhere to a code of ethics that is the automotive service industry's standard for professional business practice.

For more information about ASA visit their web site at: [http:// www.asashop.org](http://www.asashop.org)



Better Business Bureau (BBB)

The Better Business Bureau promotes integrity and business ethics through self regulation in the market place. Services provided by the BBB include a 24- Hour automated telephone inquiry service, which provides reliability reports on companies and charitable organizations. In addition the BBB provides complaint filing services, general monitoring of advertising in the market place, dispute resolution services and consumer/business education programs. BBB information and services are provided at no cost to the public with the exception of mediation and arbitration services. BBB members are companies (firms) who support the BBB mission and agree to be held accountable to certain standards. BBB members must first meet these standards in order to be approved for membership. Once approved the member must maintain the standards in order to continue their member status. Firms that do not meet the standards are rejected and those who fail to comply with the on going requirements are suspended.

For more information about BBB in this area visit their web site at: <http://www.saltlakecity.bbb.org>



American Automotive Association

Any automotive mechanical repair facility that meets AAA's standards, has met very strict criteria to be qualified as a AAA approved auto repair facility. These shops have met qualifications in, Engine Performance, Brakes, Minor engine repair and electrical systems, at the very minimum. In addition these shops must have an (ASE) certified technician or equivalent for each area of service offered. The facility must have a formal training system for keeping employees up to date on new automotive systems. They must also have reception personal who are trained to advise customers regarding repairs and service. The facility must also comply with all state and federal certification requirements. These approved shops must guarantee effectiveness of repairs, parts, labor, or components for a minimum of 12 months or 12,000 miles. Unless otherwise noted on the repair order. But also to take advantage of these benefits and services the customer must also be a member of AAA



3- CERTIFICATIONS- Are acquired by participating in training or testing programs.

Automotive Service Excellence (ASE)

ASE's mission is to improve the quality of vehicle repair and service through the testing and certification of repair and service professionals at Present there are 400,000 professionals with certifications. They work in every segment of the Automotive industry: car and truck dealerships, independent garages, fleets service stations franchises and more.

Here is how ASE works: Prospective candidates register for and take one or more of the 40-plus exams, The tests are grouped into specialties for automobile, medium / heavy duty truck, truck equipment, school bus and collision repair technicians as well as engine machinists, and alternative fuels technicians, and parts specialists, and collision damage estimators.

Upon passing at least one exam and after providing proof of two years of relevant work experience, the test taker becomes ASE certified. Certification, however is not for life. To remain certified, those with ASE credentials must be retested every five years. The exams stress knowledge of job related skills. They are no cinch to pass; approximately one out of three test-takers fail.

Consumers benefit from ASE certification. It is a valuable yardstick to measure the knowledge and skills of individual technicians as well as the commitment to quality of the repair facility employing ASE certified professionals. ASE certified professionals usually wear the blue and white ASE insignia and carry credentials listing their exact area(s) of expertise (brakes, engine repair, etc.), while employers often display their technicians credentials in the customer waiting area.

ASE L1 is the highest level of certification available relating to emission failure repairs.

For more information please visit the ASE web site at <http://www.asecert.org>

OTHER-National programs:

Some suppliers of Automotive parts, equipment, or services may offer national certification programs. Shops that employ technicians certified by these programs will be recognized in this column.

MFG-Manufacturer Programs:

Most manufacturers maintain technician certification programs specific to their makes and models. This column of the guide identifies shops that employ technicians certified through these programs.

UCRT-Utah County Certified Repair Technician test:

This is a 50 question test about automotive repair and diagnosis of emission systems which includes OBD II questions and readiness issues. This is a tough test of advanced diagnostics and a credit for those who have added this to their credentials.

RECENT TRAINING ACTIVITY- This column receives an X if the shop employs a technician that has attended at least 24 hrs of training in the last 12 calendar months.

TOP TECH AWARD- Is an achievement award given to less than 10 technicians per year. The award recipient is chosen by a panel of local automotive industry experts. These technicians are judged on: outstanding customer satisfaction, effectiveness of their repairs, current training and other criteria. These mechanics are Utah County's "Top Techs".