

# 7 steps to smoother car repairs...

ARAG



If your car repairs didn't go the way you expected, there's a lot you can do to resolve conflicts and reclaim the results you're looking for.

STEP 1

## Ask for the parts.

Requesting to see your old parts is always a good idea.

ESPECIALLY IF YOU HAVE MAJOR WORK DONE.

STEP 2

## Get a second opinion.

Have your car checked thoroughly by another mechanic to understand what's going on.

STEP 3

STEP 4

## Write a demand letter

If you're still not satisfied, write a formal demand letter that is short and polite with the expectation that a judge will read it. Be sure to include details about the initial repairs requested, including date and fees you and the mechanic negotiated and info on the issues resulting from repairs.

ALSO INCLUDE INFORMATION ON HOW YOU'VE ATTEMPTED TO SOLVE THE PROBLEM WITH THE REPAIR SHOP.

## Negotiate.

Give the repair shop a chance to make amends. Ask the shop to redo the work or give you a refund.

A REPUTABLE SHOP WILL WANT TO MAKE THINGS RIGHT.

STEP 5

## Consider filing in court

File in small claims court in the county where the garage is located. Assert your claim based on any motor vehicle repair laws that might apply to your case.

Fasten your seatbelts...

STEP 6

## Prepare for court

Research your situation so you can explain to a judge why the original repairs were substandard.

STEP 7

## Appear in court

Get organized and bring everything with you that will make your case stronger.

INCLUDING ALL CHARGES, WARRANTIES, PHOTOGRAPHS AND USED PARTS.

Drive Safely!



## About ARAG

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