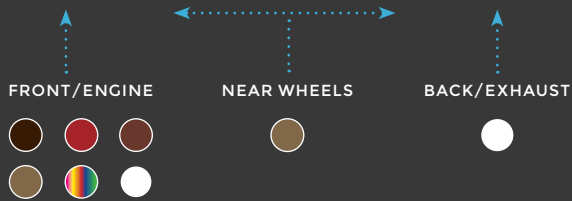


CHECK YOUR CAR FOR LEAKS AT HOME

- ▶ Check your car for leaks once a month.
- ▶ If you find a leak, fix it right away.
- ▶ Soak up oil in your driveway with kitty litter, sweep it up and dispose in the garbage.

- 1 Find a piece of cardboard that is about 3 feet by 6 feet long.
- 2 Warm up engine for at least 15 minutes, put car in park and turn engine off.
- 3 Place the cardboard under your car's engine for at least 30 minutes.
- 4 Pull the cardboard out, look for drips and compare to colors below.

Where is your leak?



- ENGINE OIL
- POWER STEERING FLUID
- COOLANT
- TRANSMISSION FLUID
- BRAKE FLUID
- WATER



Is that leak harming more than your car?



MORE CAR CARE TIPS

- ▶ Properly recycle or dispose of used batteries, motor oil, antifreeze and other hazardous wastes. Find a list of locations that accept used motor oil and other household hazardous waste at: www.clarkgreenneighbors.org/a-z
- ▶ It is illegal to discharge pollutants to storm drains. Report illegal dumping to Washington Department of Ecology's 24-Hour hotline at: (360) 407-6300
- ▶ Always use ground cloths, cardboard or drip pans if you have leaks or are doing engine work. Clean up spills immediately using dry kitty litter, then sweep it up, bag it and dispose in the garbage.



CONTACT FOR MORE INFO:

360-852-9189
www.FixThoseLeaks.org



WWW.FIXTHOSELEAKS.ORG

WHY LEAKS MATTER

YOUR CAR

When your car leaks oil and other fluids, it is often a sign of a larger problem. Ignoring leaks can lead to inconvenient breakdowns, major engine damage and more expensive repairs.

OUR WATER

When it rains, stormwater runoff carries oil and other toxic leaks down storm drains to our rivers, streams, and lakes. And small leaks and drips matter. An estimated 600,000 quarts of motor oil leak from Clark County vehicles each year polluting our streams, rivers and lakes.

LIVING THINGS

Oil and other toxic vehicle fluids end up in puddles where our kids and pets like to play. They also end up in our streams and lakes where they harm fish, wildlife and habitat.



FREQUENTLY ASKED QUESTIONS

Q. HOW DO I FIND A GOOD, REPUTABLE REPAIR SHOP?

A. If your car is still under warranty, check with the manufacturer to see if there are special requirements before you have repairs done. If your car is not under warranty, do your homework to find a shop that suits you. Read online reviews or go to the Better Business Bureau. Ask for training certificates and ASE certifications. Get a second opinion any time you feel uncomfortable with the situation.

Q. HOW DO I KNOW WHICH REPAIRS ARE OPTIONAL AND WHICH ARE ESSENTIAL?

A. A service advisor should explain this to you when they present the recommended work list. If you are told that everything is absolutely necessary, you may want a second opinion.

Q. WHAT ADDITIONAL FEES CAN I EXPECT ON MY BILL?

A. The supply fee is common among repair shops and often unexpected by customers. This fee covers items such as licensing, insurance, hazardous material disposal, rags, cleaners, etc. This fee averages 2%-10% of the total bill, depending on the shop.

Q. WHY DO REPAIR COSTS VARY SIGNIFICANTLY BETWEEN SHOPS?

A. Pricing includes the shop's overhead, which can differ from shop to shop. Technician experience and materials can also affect cost. More experienced and efficient technicians may have higher rates, but the final cost may be lower.

Q. SHOULD THE FINAL COST OF A REPAIR BE MORE THAN THE ESTIMATE?

A. By Washington State law (Chapter 46.71 RCW), you are entitled to:

- ▶ A written estimate for all repairs that will cost more than \$100, unless you waive that right or give verbal or written approval to proceed with repairs.
- ▶ Inspection or return of all replaced parts, if you ask for them before repairs begin.
- ▶ Give verbal or written approval of any repairs that increase the original estimated cost before taxes by more than 10%.
- ▶ If your vehicle is left at a repair facility without face-to-face contact between you and the facility staff, they must obtain your verbal or written approval before beginning work.

Simply put, if the bill causes you discomfort, ask to speak to the service advisor or manager about your concern. The total bill including tax should be presented before the work begins, and well before the car is ready to be picked up.

Q. DO MOST REPAIR SHOPS GUARANTEE THEIR WORK?

A. Most shops have some sort of guarantee ranging from six months to as long as three years. The norm is 12 months or 12,000 miles. Ask your shop how long their guarantee lasts and what it covers.