

Why is it so Hard to get my Problem Fixed?

Our shop has been known as THE GO TO PLACE for those hard to fix problems for 58 years. We just love the challenge of finding those hard to find problems, especially after they have been to 4 other places.

Over the years our job has gotten much harder because of all the electronics and computer control systems. Years ago, when everything was more mechanical, we maybe had three or four possibilities for each symptom. Its not uncommon to have as many as 20 different possibilities for one given problem because of all the new electronics involved.

Without a doubt our biggest challenge is diagnosing the intermittent problem. The vast majority of problems are relatively easy to diagnose as long as the problem is happening all or most of the time. When asked if the problem happens MOST of the time, 99.9% of our customers will respond with an absolute " Sure does." After a little more probing about "How often is MOST of the time?." We then find out it happened "once a couple days ago" and "once last week when driving back from the City." Without the ability to duplicate the customers concern, we have a much harder time pinpointing the cause. This is when some customers can loose confidence with their repair shop. Every case is different, but in all cases we have to communicate. We will spend as much time as it takes to make sure our customer understands what needs to be done and why. Knowledge makes you a better customer. We have been diagnosing these kinds of problems for a long time, so we understand the customers frustration. When a car will not cooperate it can be frustrating for us also.

Besides all the Factory Technical Bulletins that we have available to us, there are four other major independent technical data bases that we can access on the internet . Finding these odd pattern failure problems can take some real detective work. It's a challenge that we love! We can even "Post" your problem where thousands of other Master Technicians can offer their suggestions for help. It's a new world and we will use any and all tools available to us. What ever it takes to get the job fixed right.

Don't forget about Maintenance Service

There is more to Maintenance than just having your oil Changed!

- **Coolant/Antifreeze Replacement and Flush.**
- **Transmission Fluid Replacement & Flush.**
- **Drive Belt Replacement.**
- **Fuel, Air & Cabin Filter Replacement.**
- **Timing Belt Replacement.**
- **Thorough Inspections of Brakes, Coolant Hoses, worn Suspension Parts, C.V. Boots, Tire wear and MUCH more.**

