

What is an Intermittent Problem?

It is a problem that cannot be duplicated “consistently” within a 30-minute test drive. A problem that will not happen at a specific time, temperature or driving style.

For example:

- *Does it happen every time it is started in the morning?**
- *Does it only happen when you pull away from a stop?**
- *Does it only happen when you are going up a hill?**
- *Does it only happen when you are stopped?**

The difficulty in diagnosing these intermittent problems has increased steadily as the electronics in the newer cars has increased.

***Newer cars have as many as three computers and hundreds of electronic sensors.**

***In the past one very clear symptom usually had one clear cause, NOT ANY MORE.**

***One clear symptom could have three or four different causes.**

***Even if we suspect a cause, we need to verify our suspicion with accurate testing.**

***If the problem occurs for us, then testing is much quicker and accurate.**

***Electronic devices can be very unpredictable.**

***Most of the time it takes detective work, experience and customer cooperation.**

We are here to fix your vehicle. That has always been our goal. If the car will not cooperate for us, we understand it is not YOUR fault.

***Some customers get the feeling we do not “believe” them if it will not happen for us.**

***You would not be here if there was not a problem!**

At times it seems like we are asking to many unnecessary questions. We understand these questions may be time consuming.

***The time spent at the counter may save hours of time in the shop and expense for you.**

***We may even ask the same question over and over, but in just a little different way.**

