



NEWS

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FOR IMMEDIATE RELEASE
May 23, 2006

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***Consumer Reports* Features MAP in April Issue**

Bethesda, Maryland — *Consumer Reports* – the publication that brings readers the inside scoop on everything from toaster ovens to the most reliable automobiles – features advice from the Motorist Assurance Program (MAP) in its “CR Money” section (page 34) for April 2006. In “5 tip-offs to mechanic rip-offs,” *CR* sources a tip from MAP president Larry Hecker cautioning consumers about over-zealous maintenance recommendations.

CR notes Hecker’s warning to be “especially concerned if the shop makes every recommendation sound like an emergency.” The article also guides readers to MAP’s Web site: www.motorist.org.

In a nutshell, *CR*’s five tips suggest that consumers should:

1. Check a shop’s “regularly scheduled maintenance” recommendations against their vehicle owner’s manual.
2. Comparison shop to verify fair prices.
3. Guard against diagnostic guess-work by making technicians justify their suggested fix for a problem—they can use the MAP Uniform Inspection & Communication Standards for back-up explanations.
4. Get a second opinion if a shop claims certain parts tend to wear out within a short timeframe—and insist on a discount or refund of original work for serial-replacements.
5. Finally, never fall for the “You have to bring your car back to the dealership for service” line; it’s generally true only for warranty work, recalls, and the like.

MAP was formed in June 1992 by a group of service providers, manufacturers, associations and others who were concerned about the reputation of the automotive repair industry. MAP works to strengthen communication and trust between the industry and its customers. Learn more online at www.motorist.org.

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