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CrocesTrans.com

Have Vehicle Transmission Concerns? Don't Make These Biggest Mistakes.

#1 Assuming all transmission work is major.

Don't assume your vehicle needs a transmission. If a general repair shop doesn't do transmission work in house. Their only option may be replacing your transmission. By going to a specialist you'll have more repair options. Many transmission repairs are minor and can be done in a day.

Examples: Leaks, sensors, switches, noises, computer issues, electrical issues.

#2 Calling shops for a "worst case" price.

Phone quotes or Ball Park figures are just guesses and will need to be adjusted. Today's vehicles are computer controlled and there are many transmission types and variables, a professional shop doesn't guess. A professional diagnosis is needed for an accurate repair recommendation and estimate. Know all of the facts before making any decisions. Example: Transmission symptom doesn't always mean a transmission repair.

#3 Not knowing the value of a professional diagnosis.

The diagnosis will include

- A free road test if the vehicle is drivable,
- Computer scanning if a check engine light is present or if it has been on (Sometimes information is stored in the computer's memory.)
 - *Code reads, are not a professional diagnosis.*

They give a description of an area(s) where the fault may be.

- Additional testing is needed to diagnose the correct cause of failure and/or what is setting the code(s) for accurate repair recommendations and estimates. Example: multiple codes don't always mean multiple issues.

#4 Not preparing for a diagnostic fee.

Similar to medical testing, there are fees associated with vehicle diagnostic testing. At Croce's a diagnosis fee is only incurred if the recommended repairs are not performed.

#5 Not getting all the information.

- Clear explanation of recommended repair(s) and why
 - An estimate (possible repair options)
 - Warranty details
 - How long the job will take
- (Your authorization is required before the actual job is started.)

BONUS

#6 Not doing your homework.

- ✓ Ask family, friends or co-workers for recommendations. Find out how they were treated.
- ✓ Research a shop online: website, reviews, community involvement and association affiliations.
- ✓ What kind of conveniences do they provide. Loaners, Shuttle Rides, Financing and Payment Options
 - ✓ When you contact a shop, think of it as an interview. Would you hire them?

Contact us today or schedule an appointment online. We're here to help!

(203) 845-8899 CrocesTrans.com

Please Drive Safely.