



Why leaks matter

When your car leaks oil and other fluids, it is often a sign of a larger problem. If you ignore oil leaks, they can lead to major engine damage and a more expensive repair bill.

Oil and other vehicle fluids from cars are toxic. Fix your leak so that vehicle fluids don't end up in puddles where kids and pets like to play!

Fixing vehicle leaks is good for the environment. Vehicles drip an estimated 7 million quarts of motor oil into the Puget Sound watershed each year. Oil and other petroleum products can harm wildlife and habitat. When it rains, stormwater runoff carries petroleum products to rivers, streams, lakes and Puget Sound.

**Dr. Drip says:
Don't get stranded on your
commute or roadtrip.
Fix leaks to keep your
car healthy!**



Find out more at FixCarLeaks.org

What to Expect from a Mechanic

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 no longer 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.

Q. When should I get a second opinion about the repairs recommended for my car?

A. Get a second opinion anytime you feel uncomfortable with the situation. However, it pays to do your research first. Go to another reputable shop with an ASE certified mechanic.

Q. How do I know which repairs are optional and which have to be done right away?

A. A service advisor should explain this to you when they present the recommended work list. If you are told everything is absolutely necessary, this might be the time for that second opinion.

Q. Can I go into the shop to see where my car is leaking?

A. This depends on the shop. There may be insurance regulations that prevent it, but it never hurts to ask. If you can't go in the shop, ask for photo documentation of the leak to be printed or emailed to you.

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 ranges per shop and averages from 2-10% of the total bill, depending on the shop.

Q. Why do repair costs vary significantly between shops?

A. Pricing is based on the shop's overhead, which can differ from shop to shop. Technician experience and quality of workmanship and materials can also make a difference in cost. Often, more experienced and efficient technicians may have a higher rate, but the final cost may be lower.

Q. Is it common for the final cost of a repair to 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, you can ask to speak to the service advisor or manager about your concern. You should not be shocked when you pay the bill. 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 a guarantee. They can vary from as little as 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.

Check Your Car For Leaks At Home

***Please note:** This 30-minute check is *not* a replacement for a professional inspection and may not detect all leaks

1. Find a piece of cardboard that is about 3 feet by 6 feet long
2. Place the cardboard on the ground under your car's engine after your car has been driven at least 15 minutes
3. Leave the cardboard under your car approximately 20 minutes
4. Pull the cardboard out and look for drips



Check your car for leaks once a month

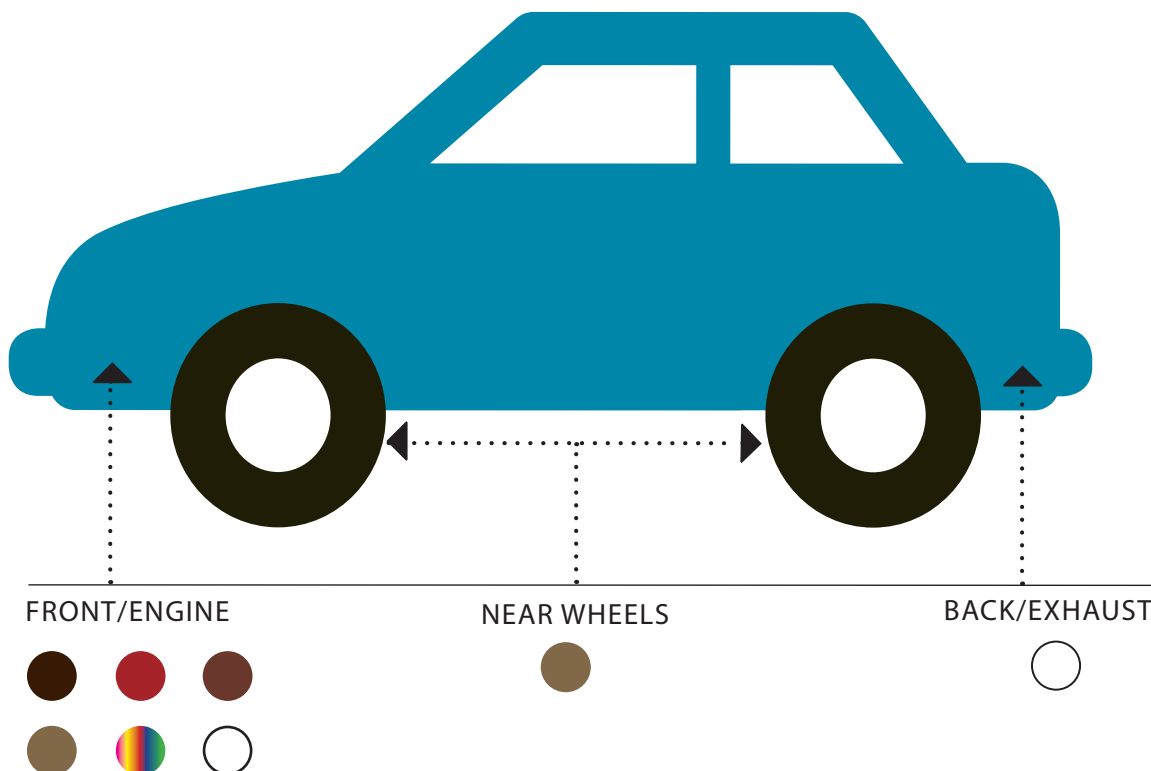


If you find a leak fix it right away



Soak up oil in your driveway with kitty litter, and then sweep it up and put it in the trash

Where is your leak?



ENGINE OIL



TRANSMISSION FLUID



POWER STEERING FLUID



BRAKE FLUID



COOLANT



WATER



More Car Care Tips

- Properly recycle or dispose of used batteries, motor oil, antifreeze and other hazardous wastes.
- It is illegal to discharge pollutants to storm drains. Report illegal dumping to the local city or county.
- 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 up and place in the garbage.



**Is that leak harming
more than your car?**



**Find out more at
FixCarLeaks.org**