



Hotline Guide

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The Nutz & Boltz weekly *Auto Motive Hotline* brings new car-care and lasting vehicle tips, the latest safety & travel info, answers to automotive questions, and helpful info about other vehicular concerns.

Motor Watch

⌚ Hotline Program Date: 03.08.08

👤 Today's Hotline program is co-hosted by Billy Hillmuth from Hillmuth Automotive (wmda.net). Billy is the President of the Service Station Mgmt Association (WMDA) and has been in the repair business for 30 years, and operates shops in of Clarksville, Gaithersburg and Columbia.

📄 Topics discussed in this portion of the program:

- The quality of technical training and technicians
- Dealing with customer complaints properly
- Customer with a Jeep Grand Cherokee 4.0 engine, has a shaking problem that no one could duplicate at 5 other shops. The owner was driving with a very subtle acceleration which is when the problem appears
- Why it is so important to have contact with the customer in order to pinpoint the problem
- How Billy and his brother Doug got their business started
- If you are new in an area, you should go around and check out the local shops
- The care and keeping of good technicians

📞 Bump— various

BREAK :15 Fritz Car Care 410-727-7531; International Auto Repair 410-944-6850; Walt Eger's Service 410-519-8445

📞 Bump— various

- Marketing ways being used to bring in new customers, communication is the key
- Being a dealer tech and what is called a "parts replacer"
- How the technology is changed repair procedures
- How "steer-by-wire" has changed the wheel alignment process
- Dealing with an out-of-the ordinary or intermittent problem and how complicated car problems are nowadays

📞 Bump— various

BREAK :30 Auto Sense 410-761-1599; Admiral Tire & Auto 410-741-0400, Redds Auto 410-268-7789

📞 Bump— various

- The new Council of Automotive Repair (CAR) training program for high school students
- The pre-automotive academy for Howard County 8th & 9th graders: A five week 1-hour program which gives the students. www.mdtraining.com cost: \$96
- Then there is a 2-year program with the Community College of Baltimore which yields an AA degree
- The real-world story of a high school boy who was disabled by an accident and was not motivated. He was enrolled in the 5-week program and wanted to get involved and was really inspired

📞 Bump— various

BREAK :45 Severna Park Auto Body 410-987-9493, British American Auto Care 410-381-2700, Redline Oil 800-624-7958

📞 Bump— various

📞 **Frances:** Chrysler 300M> Vibration around 60 MPG. Wheels have been balanced and aligned and the problem persists.

📞 **Ellie:** 95 Olds Cutlass Cruiser Wagon> The interior illumination light will not go out and the bulbs must be removed to keep the battery from running down.

- Discussion about tires and road force variation problems
- Tire match-mounting

🎵 Nutz & Boltz Theme Closing Music

- 📞 MotorWatch is an indefatigable protector of the American public's right to have safe, defect-free vehicles.
- 📞 The MotorWatch is a non-profit organization funded membership dues and contributions. For more information about becoming a member and member benefits, call 410-374-0900 or www.motorwatch.com
- 📞 MotorWatch has been providing help for motorists since our 1st informational car-care program was broadcast in 1971.
- 📞 The MotorWatch Hotline has continually been broadcast since 1986, and on the internet since 1997.
- 📞 The MotorWatch hotline is broadcast live every week on WBI S. Certain portions may be pre-recorded or edited.