



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

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Some of the topics discussed on today's program:

- o Maryland Dept. Of Motor vehicles
- o DMV tags and title work
- o Maryland State Inspection
- o 10-minutes tag and title on the premises.
- o Questions asked to help track down a difficult problem.
- o Getting the technician to drive the car and same as the customer does.
- o The problem with wheel locks and no key to unlock them.
- o Contact phone numbers to reach customer
- o Faxing to customers and E-mailing customers to discuss the repairs
- o Why is it so expensive to get your car repaired anymore.
- o Equipment and software
- o Tool costs, software update costs
- o The challenges of the industry are the complexity of diagnosing the problems in modern cars
- o Three strikes against us: Imperfect machinery, imperfect driver, imperfect technician
- o Technician Pay and the labor guide.
- o Extended warranties
- o 3% of catastrophic problems actually have failures which are covered.
- o The scam that the warranty covers everything.

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.