

CALGARY

APA AUTO REPAIR INVESTIGATION				
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2011				
2006 Chevrolet Malibu/ Honda CRV 2004	REPAIR SHOP	CHARGE	RATING	COMMENTS
CANADIAN TIRE				
1	Canadian Tire Auto Service Center 388 Country Hills Blvd. Calgary 403-226-9555	\$407.53	Fail	Replaced the battery and performed a \$200 inspection for a total invoice of \$407.53 The inspection form provided to the APA mystery shoppers indicated the battery was in Satisfactory condition; the notation was subsequently crossed out to indicate it was in Unsatisfactory condition. After the vehicle was returned, the original, nearly new, battery was reinstalled to continue the investigation. Excessive \$22.14 charge for shop supplies.
2	Canadian Tire 3516 8th Avenue N.E. Calgary 403- 248-4166	\$507.48	Fail	Replaced the new battery and spark plugs for a total charge of \$507.48, the highest repair bill paid by the APA in Calgary. Canadian Tire returned spark plugs from a different vehicle. The APA reinstalled the original battery to continue the investigation. The inspection form provided to the APA shopper indicates the spark plugs were in Satisfactory condition; it was subsequently altered to indicate they were Unsatisfactory. Excessive \$28.35 charge for shop supplies.
3	Canadian Tire 250 Shawville Way SE Calgary (403) 201-3377	\$213.44	Pass	Corrected loose battery terminal. Basic Maintenance Check at \$149.99. The only shop to mention an off-center steering wheel (incorrect), but did not try to sell a repair -- referred the APA shopper to a dealer. All other items checked are marked as Pass. Battery and alternator tested. Excessive \$13.30 charge for shop supplies.

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4	Canadian Tire, 9940 MacLeod Trail SE Calgary	\$185.40	Fail	Did not identify the loose battery terminal. All items inspected checked off as satisfactory. Correctly identifies low pressure in one tire, but does not spot the nail in it. (subsequently repaired at APA expert's facility). Excessive \$14.58 charge for shop supplies.
CERTIGARD				
5	Southwest Certigard 2703 14th Street SW Calgary (403) 228-4713	\$176.05	Fail	Shop did not identify the loose battery terminal. \$49.95 inspection includes a road test, oil change and tire rotation in addition to a 40 point inspection. \$110 to diagnose the intermittent no-start; invoice indicates "ALL STARTER AND BATTERY CONNECTIONS, AVR TEST BATTERY AND ALTERNATOR, ALL OK". Other repairs recommended included replacing the front wheel bearings (\$920), and broken rear differential mounts \$620. Counter person reported that the rear differential was very loose. APA did not approve the additional work. The right-front wheel bearing was noisy, and the Certigard recommendation was accepted. The differential mounts showed normal wear and their replacement was not indicated. Shop supplies \$7.70.
6	Certigard, Silver Springs 5858 Silver Springs Boulevard NW Calgary (403) 247-6316	\$129.15	Fail	Shop did not identify the loose battery terminal. The intermittent no-start diagnosis was included in the inspection charge. "NO PROBLEMS FOUND". Written inspection form not provided. Low \$2.00 charge for shop supplies.
FOUNTAIN TIRE				
7	Fountain Tire 4911 Northland Drive N.W. Calgary (403) 286-3386	\$157.17	Pass	Tightened battery terminal. Battery "tested OK, alternator tested GOOD." Inspection includes tire and brake-wear measurements (nice touch). Excessive \$9.79 charge for shop supplies.

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8	Fountain Tire 7007 Macleod Trail South Calgary 403-252-2228	\$134.82	Pass	Tightened battery terminal. The mechanic diagnosed the no start caused by a loose battery cable in less than 30 seconds after opening the hood. Invoice includes tire and brake-wear measurements (nice touch). Excessive \$8.40 charge for shop supplies.
9	Fountain Tire, Calgary Northside 425 40th Avenue NE (403) 276-8936	\$233.33	Fail	Installed a Legend 450 CCA battery. \$5.18 for shop supplies. After learning of the results, the store replaced its battery testing machine and offered to refund the APA's repair bill.
GENERAL MOTORS				
10	CMP Classic Chevrolet Cadillac Buick GMC 1313 - 36th Street, N.E. Calgary (403) 207-1020	\$351.38	Pass	Tightened battery terminal. \$160 for a complete vehicle inspection. Recommends a brake flush at \$135; the brake fluid on the APA test car was new and the underhood camera revealed it was never checked during the inspection. Oil level not checked, only its condition (it was new). Charged \$138 to diagnose the electrical system and tighten the loose battery terminal; this work was undertaken by a second mechanic who had no difficulty finding the problem, and performed a variety of additional tests on the engine management system. Excessive \$36.65 for shop supplies.
KALTIRE				
11	Kal Tire 404 42nd Avenue SE Calgary (403) 243-0752	\$171.14	Fail	Replaced battery and tightened the loose terminal. APA reinstalled the original to continue the investigation. No charge for the inspection. The only KalTire shop that did not provide a written inspection report. No charge for shop supplies.

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12	Kal Tire 6455 MacLeod Trail Calgary (403) 253-6502	\$103.95	Fail	Did not identify the loose battery cable. Brake fluid actually tested for humidity, not just visually for colour and level (nice touch). Printout provided for the battery and alternator. Battery printout indicates that the battery was good, but low on charge. The printout includes the possible fixes for low battery charge: "Check for causes of low charge: charging system, alternator belt, <u>cables and connections</u> , excessive power drains." No charge for shop supplies.
13	Kal Tire 3712 Edmonton Trail Calgary (403) 230-1051	\$355.57	Fail	Corrected loose battery terminal. Technician notes on the inspection form: "Battery loose...cable ends loose." Replaced ignition switch. Shop supplies identified as degreaser and antiseize billed at \$5.00. Neither is required to replace the switch.
MIDAS				
14	Midas Auto Service 624 16 Avenue NW Calgary (403) 284-1117	\$187.91	Fail	Replaced battery and provided a battery test printout that indicated "Cranking normal" and "Charging System Test Results No Problem". Despite the clean bill of health, the readout on the Bosch test device indicates "Replace Battery". Shop performed two inspections, the Midas Courtesy Check and the Brake System Evaluation at no charge, with brake and tire wear indicated. The battery test was also no charge. Excessive \$10.13 charge for shop supplies.
15	Midas Auto Service 3378 32nd Street NE Calgary (403) 291-0134	\$89.19	Pass	"Battery terminal tightened;" the battery test was included in the price of the general inspection. \$4.99 for shop supplies.

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16	Midas Auto Service 9623 MacLeod Trail SW Calgary (403) 259-4890	\$127.11	Fail	Did not identify the loose battery terminal. Shoppers were offered a pre-purchase inspection when they requested a thorough inspection; the inspection reports they were given were identical to the other two Midas shops visited in Calgary (one was free-of-charge and the other cost \$89.19.) All items checked were marked OK. No charge for shop supplies.
MINIT-TUNE AND BRAKE				
	Minit-Tune and Brake - Crowfoot 152 Crowfoot Gate NW Calgary (403) 239-8772	\$180.72	Pass	Battery terminal tightened. Inspection includes an oil change and tire rotation, charged at \$79.88. The \$69 analysis of the charging and starting systems correctly identifies the loose connection. \$6.13 for shop supplies.
INDEPENDENT				
18	Delta Auto Car and Repair # 206, 255 28th Street N.E. Calgary Tel: 403-569-0090	\$30.00	Pass	"Tightened battery terminal". Shoppers were told the car was in good condition. No charge for shop supplies. Cheapest inspection with correct repair in Calgary.
19	Edmonton Trail Auto Pro 923 Edmonton Trail NE Calgary (403) 276-5340	\$193.32	Fail	Did not identify the loose terminal. The inspection included an oil change and tire rotation at \$79.95. There was an additional charge of \$95 to check the no-start problem. The shop recommended a new battery and alternator for a total estimate of \$811.47. The APA mystery shopper did not approve the work. APA's battery was returned improperly secured in the engine compartment (a potential hazard). \$7.00 for shop supplies.