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APA AUTO REPAIR INVESTIGATION

2011

2006 Chevrolet Malibu /2002 Honda CR-V sport utility	REPAIR SHOP	CHARGE	RATING	COMMENTS
ACTIVE GREEN + ROSS				
1	Active Green and Ross 186 The Queensway Toronto 416-259-4584	\$404.28	Fail	Loose terminal identified and corrected. Shop performed unnecessary brake service, which included lubrication of the brakes, polishing the rotors and replacing the brake fluid. Inspection after the service revealed that the brake rotors had been polished on the outside only, and the master cylinder was overfilled. Anti-seize compound cleaned up as it had been applied too liberally by the shop and was not needed.
2	Active Green and Ross 1964 Victoria Park North York 416-510-2224	\$40.44	Pass	Best outcome in Toronto. Loose terminal corrected and billed as 20 minutes of labour. The service writer reported new brakes and a new battery. "The brakes are brand new, front and back," and the "battery newer."
3	Active Green and Ross 2639 Dundas West	\$0.00	Inconclusive	The service writer observed: "You were at one of our shops three days ago." APA concluded the test car had been identified in the Active Green and Ross computer system. A new vehicle was introduced to continue the visits to other Active Green and Ross locations.

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4	Active Green and Ross 2151 Jane Street at Wilson, North York 416-244-5322	\$2427.00	Fail	Loose terminal identified and corrected. The shop replaced the oil and filter and checked the no-start for \$155.86. They charged \$2,271.14 to replace the spark plugs, air filter, four suspension struts and the starter. There was also an attempt to sell the APA mystery shopper an additional \$200 of services to replace brake and transmission fluids, which the APA mystery shopper declined. All parts replaced were examined and determined not to require replacement, except for the air filter, a \$22 item that was deemed an acceptable recommendation. The bill was the highest ever paid by the APA for unnecessary repairs in a repair investigation.
CANADIAN TIRE				
5	Canadian Tire 2681 The Danforth Avenue Toronto	\$79.08	Fail	Did not identify the loose terminal. Of the six Canadian Tire stores visited in Toronto and Calgary, this was the least expensive. All other items checked earn a pass (correct).
6	Canadian Tire 2625B Weston Road Toronto 416-247-3255	\$400.91	Fail	Did not identify the loose terminal. Replaced battery. Invoiced for 110 point inspection at \$195.30, but inspection form provided is identical to the one at Canadian Tire on Danforth. Service counter person explained the intermittent no-start: "You might have been getting the problem from the terminal being loose, but the battery was low."

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MIDAS				
7	Midas 1654 O'Conner Dr., Toronto 416-751-9462	\$0.00	Fail	Did not identify the loose terminal. Power steering fluid given the green light along with the rest of the items on the inspection form. (There is no power steering fluid on the Malibu – it's electric.) It was suggested the shopper go to a GM dealer to diagnose the intermittent starting problem. The air pressure readings on all four tires were noted (nice touch).
8	Midas Auto Service 624 Saint Claire West. Toronto 416-653-5570	\$0.00	Fail	Did not identify the loose terminal. Recommends replacing the air filter because it was "restricted", also a "rad flush" and "transmission drain-fill." (The coolant and the transmission fluids had been serviced). There was no pressure to undertake the work, and the mystery shopper did not authorize the work.
CERTIGARD				
9	Certigard 354 Harbord St., Toronto 416-532-4971	\$0.00	Fail	Did not identify the loose terminal. Tried to sell a rock-guard type product as suitable rustproofing. Rotated tires at no charge.
GOODYEAR				
10	Goodyear (AMA Tire and Service Centre) 3390 Bathurst, Toronto 416-789-7964	\$64.39	Fail	Did not identify the loose terminal.

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INDEPENDENT				
11	Quality Auto 1137 Lawrence Ave West, North York 416-784-0205	\$59.95	Fail	Did not identify the loose terminal. Correctly reported "ALL CHECKS OKAY" for the rest of the car. The invoice includes all the items checked and the percentage of brake wear (nice touch).
12	A&A Auto 111 Strachan Ave. Toronto 416-703-3526	\$209.05	Fail	Replaced battery. Invoice also indicates that the cables were serviced.